**Deputy UKVI Operations Manager**

**Job Purpose**

Maintain compliance of UKVI policies and procedures for sponsored students across the University community. Provide high quality and specialist support and advice to students and student facing staff across the University on student immigration issues and the day to day monitoring of compliance, introducing new procedures and contributing to policy development where necessary.

Provide guidance and advice to colleagues in the UKVI hub and manage more complex individual cases, liaising with school/college contacts as necessary and making recommendations for actions in line with policy and procedures.

**Main Duties and Responsibilities**

1. Using effective communication, you will help to ensure compliance with the UKVI rules and regulations and will provide current and accurate advice on all visa compliance related matters.
2. Pro-actively review and update the University’s, procedures and processes in order to ensure that they are in compliance with the relevant legislation and guidelines. Contribute to the maintenance of the University policies.
3. To take responsibility for coordinating the operational implementation of efficient and fit-for purpose processes and procedures to meet identified compliance gaps.
4. To work with other organisational units to ensure all staff records are complete and up to date in terms of UKVI requirements and to ensure a robust system is in place to capture and record the required data. This will include liaison with colleagues in External Relations with regard to student recruitment and in schools/colleges regarding processes for managing and monitoring attendance/engagement exceptions both anticipated (such as student placements) and individual (such as agreed leave/illness related absences).
5. Organise internal audits of records, data and processes to assess compliance with Home Office requirements and assist with the preparation for any institutional audit by the Home Office or other agency.
6. Compiling appropriate data on compliance and developing relevant management information reports, building on the regular compliance monitoring reports.
7. To keep up to date with UKVI developments so that the University is able to react to compliance changes in a timely manner and ensure that the relevant information is cascaded down to interested parties in the institution.
8. Provide detailed and accessible advice to colleagues across the University regarding student immigration compliance matters.
9. Ensure that any compliance enquiries are responded to appropriately and in a timely manner.
10. Organise, deliver and write training and briefings to student facing staff and sponsored students on immigration compliance and related procedures. Attend relevant training events and participate in professional networks.
11. Act as a Level 1 user of the Home Office’s Sponsor Management System (SMS), managing users for the student element of the system, reporting changes as required.
12. Ensure that international student change of circumstances are recorded and reported in line with Home Office and University guidance, ensuring the appropriate timeframes are adhered to.
13. Maintain a thorough knowledge and understanding of policies, issues and legislation relating to immigration for students.
14. Maintain a thorough knowledge of student cohorts and their needs whether these arise from their personal circumstances or the nature of their course of study whether Undergraduate, Post-graduate taught or Post-graduate research. Apply this knowledge to recommend any appropriate adjustments to procedures and student guidance to both enhance the student experience and ensure full compliance with relevant legislation and policies.

**Knowledge, Qualifications, Skills and Experience**

**Knowledge/Qualifications**

**Essential**

A1 Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills through personal development and progression in a similar related role(s). Or, Scottish Credit and Qualification Framework level 8 (Scottish Vocational Qualification level 4, Higher National Diploma) or equivalent, and experience of personal development in a similar role.

A2 In depth knowledge and awareness of the UKVI framework and associated policies in relation to sponsored students.

**Skills**

**Essential**

C1 Excellent IT skills including advanced knowledge of word processing, spreadsheet and presentation software packages, preferably Microsoft Word, Excel and PowerPoint.

C2 Ability to work pro-actively reviewing existing processes and identify new approaches where necessary.

C3 A track record of working with a variety of stakeholders and ensuring excellence in delivery of service.

C4 Excellent communication skills. Ability to deliver advice and guidance on complex issues and support students in potentially stressful situations.

C5 Presentation skills or experience of delivering training.

C6 Ability to work under pressure, meet tight deadlines and manage competing priorities on own initiative.

C7 Meticulous attention to detail and accuracy.

**Experience**

**Essential**

E1 Significant experience and track record of working within an immigration role or environment.

E2 Experience of processing & analysing data.

E3 Significant experience of independent decision making and problem solving.

E4 Experience of providing high quality advice and guidance.

E5 Experience of UKVI audit requirements.

E6 Experience of developing systems and processes and ensuring compliance.

**Desirable**

F1 Experience of conducting audits.