

Job Description

Visa Support Officer

Directorate Of Outreach, Recruitment And
Marketing



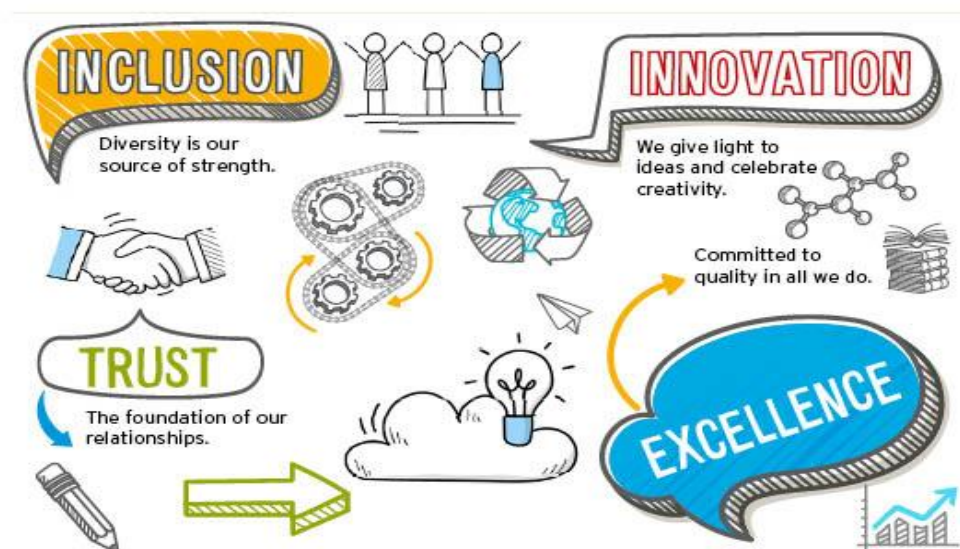
Brief summary of the role

Role title:	Visa Support Officer
Grade:	6
Faculty or Directorate:	Professional Services
Service or Department:	Outreach, Recruitment and Marketing
Location:	City Campus
Reports to:	Visa Support Manager
Responsible for:	N/A
Work pattern:	Full-time, fixed-term contract for 12 months. (Annual leave is restricted during August and September due to the nature of the role).

About the University of Bradford

Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



Equality, Diversity, and Inclusion (EDI)

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme.

Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

It is the responsibility of all employees that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues will need to ensure you are familiar with any relevant Health and Safety policies and procedures, seeking advice from the Central University Health and Safety team as appropriate.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

Employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

Role holder: essential and desirable attributes

Qualifications

Essential	• GCSE English and Maths or equivalent (or equivalent experience)
Desirable	

Experience, skills, and knowledge

Essential	• Significant experience in HE/FE administration and the delivery of excellent customer service • Experience of managing compliance with regulations • Experience of client confidentiality • Significant experience of the SITS and SMS systems • High level of attention to detail • Strong administrative and organisational skills • Demonstrable knowledge of the international student journey and issues facing international students
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	in HE • Demonstrable knowledge of HE processes
Desirable	• Experience of working in a large and complex organisation • Experience of delivering complex immigration advice and support to migrants • Ability to demonstrate an inclusive approach to working with staff and students

Main purpose of the role

- The Visa Support Officer will be responsible for the operational provision of immigration and visa advice and support to current and prospective students and for issuing CAS letters. They will be required to provide advice and guidance to prospective applicants (to improve conversion) to provide support to existing students (to improve retention). The team of Visa Support Officers will be expected to work flexibly to manage caseloads across the team.
- The post holder will also ensure the University's continuing compliance with UKVI regulations affecting international students by working closely with colleagues across the University to ensure compliance with Student Route visa conditions.

Main duties and responsibilities

1. To have a good working knowledge of Student Route of the Points Based System and all other immigration related policy affecting international students.
2. To act as a primary contact for colleagues working in international recruitment and our partners overseas, Faculties and Professional Services across the University on all aspects of Student Route of the Points Based System, including UKVI reporting requirements.
3. To work with the colleagues responsible for international recruitment, Faculties, and other colleagues to provide support and guidance on visa issues to potential applicants and current students with making their Student Route leave to enter/remain applications.
4. To be accountable for the operational delivery of the University's Visa Refusal Action Plan, undertaking checks to mitigate the risks of maintenance and credibility refusals.
5. To support applicants in making successful Student Route visa applications, minimising refusal rates and maximising conversions.
6. To develop a thorough understanding of overseas and English Language qualifications for entry to the University and issues around fraudulent applications.
7. To provide cover for the Admissions Officers, including making decisions on applications as required, in line with agreed criteria.
8. To ensure that all required checks are carried out before a Confirmation of Acceptance for Studies (CAS) is issued using the UKVI online service, in line with the UKVI and University requirements, for both new and existing international students.
9. To be proficient in using the SITS student records system and the UKVI Sponsor

Management System (SMS).

10. Under the support and guidance of the Visa Support Manager, provide immigration advice and casework at OISC Level 1 for international students and their dependants and produce confidential case notes.
11. To maintain a working knowledge of changes in immigration law, policy, and procedure, which may impact on University processes and the international student experience.
12. To run visa information sessions for students wishing to extend their visas throughout the academic year.
13. To provide administrative support for the Visa Support Manager as appropriate.
14. To undertake staff development and training as deemed appropriate.
15. Any other duties commensurate with the grade and nature of the post.

This document outlines the duties required at the current time to indicate the level of responsibility. It is not a comprehensive or exhaustive list and may vary to include other reasonable requests as directed by University management which do not change the general character of the job or the level of responsibility entailed.