

# OPPORTUNITY

## Visa Compliance Administrator

**Reference:** 0019-23  
**Grade:** 6  
**Salary:** £24,285 to £26,396 per annum, depending on experience  
**Contract Type:** Fixed Term to 09/01/2024  
**Basis:** Full Time

# Job description

## Job Purpose:

To assist with the day to day tasks associated with running the functions of the Visa Compliance team.

## Main duties and responsibilities

- Supporting duties and tasks as delegated by the Visa Compliance Teams – examples include:
  - a. Arrange student appointments
  - b. Booking staff meetings
  - c. Arranging collection/delivery of student Biometrics Residence Permit Cards (BRPs)
- Managing enquiries to the central inboxes and assigning cases to an available specialist, where necessary, and requesting the relevant documentation
- Responding to visa queries relating to emails/University dashboard
- Managing the Visa Compliance Team phonenumber; redirecting queries to the appropriate person/department
- Provide an efficient and welcoming service for students, staff and external enquirers specialising in issues related to Visa Compliance and the student application journey
- To investigate and resolve queries in relation to enrolment
- To provide assistance with the preparation and involvement in the University enrolment sessions, including the passport and visa scanning process
- To be a Level 1 user on the UK Visas and Immigration (UKVI) Sponsor Management System (SMS) and to assist with the reporting and monitoring of international students during their studies as required by the Home Office
- Act as an Authorised Biometrics Residence Card (BRP) handler for the University for the storage, recording and distribution of BRP's to the international student community
- Produce bespoke letter requests for international students
- Organising Biometrics Residence Permit Cards (BRPs)
- Dealing with basic Tuition Fee Assessment queries

## General

- To support and promote the work of Student and Academic Services by contributing to, and maintaining, the cohesive student support environment that our students expect and deserve in order to enhance the student experience at the University
- Signposting students to the appropriate team so that matters are dealt with appropriately
- To promptly record casework on an electronic case recording system as required
- To undertake appropriate training and development in order to meet the requirements of the post, the aims of the annual Performance Development Review and in line with management initiatives
- To undertake any other duties and responsibilities, commensurate with the post as requested by the Head of Visa Compliance

### **Additional responsibilities**

- Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
  - Ensure and promote the personal health, safety and wellbeing of staff and students.
  - Carry out duties in a way which promotes fairness in all matters and which engenders trust.
  - Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.
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# Person specification

	Essential	Method of assessment
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>Educated to GCE A Level or equivalent</li> </ul>	Application form
<b>Experience</b>	<ul style="list-style-type: none"> <li>Administrative work in a busy customer focused environment</li> <li>Experience of using database systems in a work environment including entering, accessing and monitoring data</li> </ul>	Application form and interview
<b>Aptitude and skills</b>	<ul style="list-style-type: none"> <li>Excellent IT skills including use of Microsoft Office packages</li> <li>Proven organisational, time management and prioritisation skills – ability to multitask</li> <li>Excellent oral and written communication skills</li> <li>Excellent interpersonal skills</li> <li>Ability to maintain a high level of accuracy and concentration</li> <li>Proactive, positive and enthusiastic approach</li> <li>Flexible and adaptable approach</li> <li>Ability to work effectively on their own or with others under minimum supervision</li> <li>Strong team player; happy to support other colleagues and actively contribute to the overall effectiveness and responsiveness of the team</li> <li>Strong customer services focus with the ability to deal with a wide range of people including senior academic staff, students and external contacts</li> <li>Professional approach including a proven ability to manage sensitive or confidential information</li> </ul>	Application form and interview

	Desirable	Method of assessment
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>• UK Degree or equivalent</li> </ul>	Application form
<b>Experience</b>	<ul style="list-style-type: none"> <li>• An interest in the issues experienced by international students relating to UK Visa and Immigration (UKVI) requirements</li> </ul>	Application form and interview
<b>Aptitude and Skills</b>	<ul style="list-style-type: none"> <li>• Excel training and/or data management</li> </ul>	Application form



# How to apply

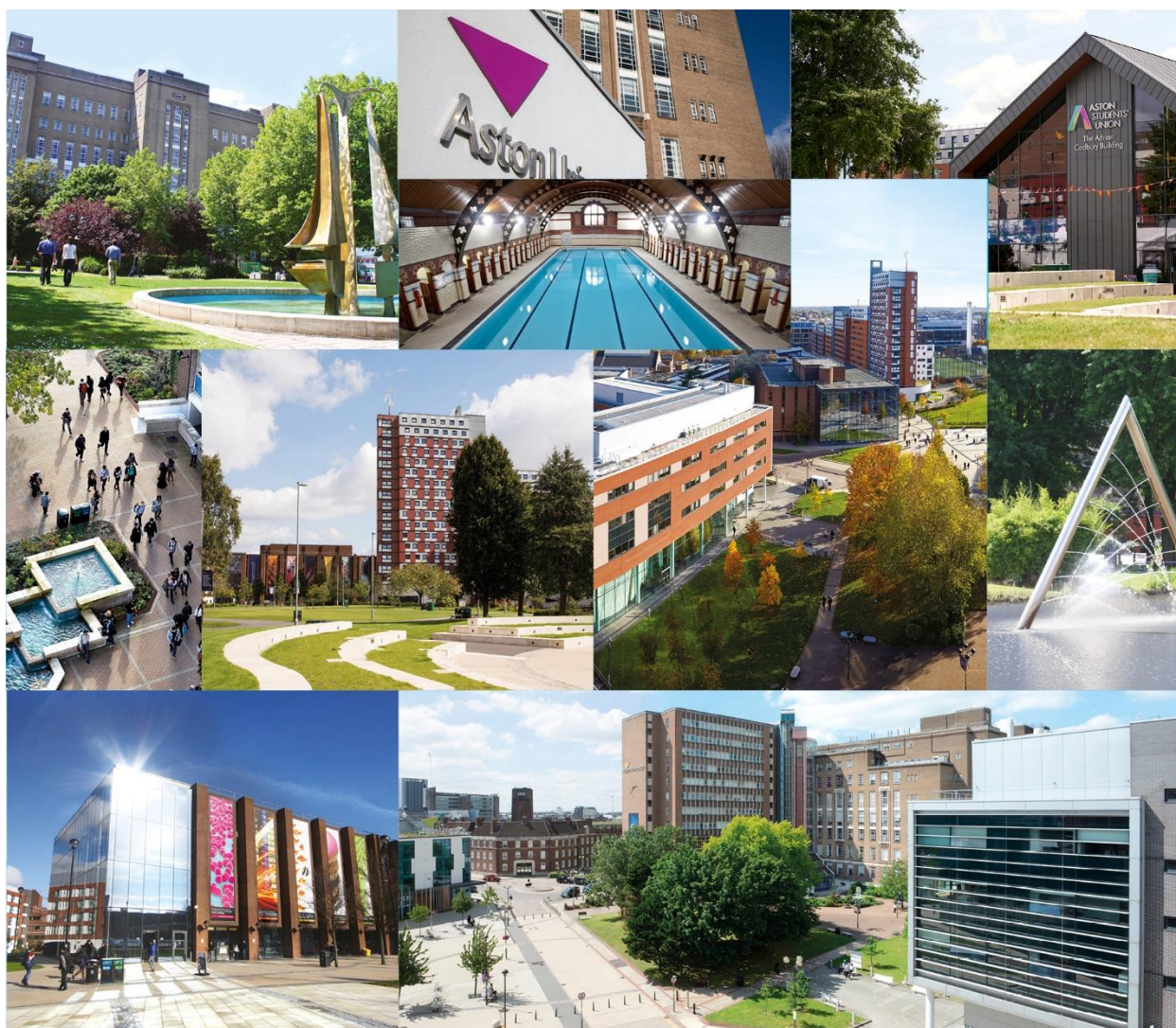
You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59hrs GMT on the advertised closing date.

All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form then please contact the Recruitment Team via [jobs@aston.ac.uk](mailto:jobs@aston.ac.uk).



# Contact information

## Enquiries about the vacancy:

Name: Elle Galvin  
Job Title: Visa Compliance Officer  
Email: [e.galvin@aston.ac.uk](mailto:e.galvin@aston.ac.uk)

## Enquiries about the application process, shortlisting or interviews:

Recruitment Team via [jobs@aston.ac.uk](mailto:jobs@aston.ac.uk) or 0121 204 4500.

# Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy.

**Salary scales:** <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

**Benefits:** <https://www2.aston.ac.uk/staff-public/hr/Benefits-and-Rewards/index>

**Working in Birmingham:** <https://www2.aston.ac.uk/birmingham>

**Employment of Ex-Offenders:** Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

## Eligibility to work in the UK:

### Post-Brexit transition period / EU Settlement Scheme

The post-Brexit transition period ended on 31 December 2020. If you are an EU/EEA citizen and you were a resident in the UK before 31 December 2020, you and your family members (including non-EU citizens need to apply to the EU Settlement Scheme to continue to live, work and study in the UK beyond 30 June 2021. The deadline for applying to the EU settlement scheme is 30 June 2021. You can apply via the Government webpage <https://www.gov.uk/settled-status-eu-citizens-families>

Irish Nationals do not need to apply for settlement as they retain the right to work in the UK.

### New immigration system for EU/EEA and Swiss Nationals who were not resident in the UK before 31 December 2020

A new immigration system has been introduced for people arriving in the UK from EEA countries with effect from 1 January 2021. In addition to those who have always required a visa, EU citizens moving to the UK to work will need to get a visa in advance. You can find more information on the following website. Candidates should check their eligibility to enter or remain in the UK in advance of making any job application via the UKVI website <https://www.gov.uk/browse/visas-immigration/work-visas>. Before applying you should ensure that you meet the requirements, including meeting the English Language requirements. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful.

If you require a visa to work in the UK the most common types of visa are:

### **Skilled Worker Visa**

<https://www.gov.uk/skilled-worker-visa>

### **Global Talent Visa**

If you are a leader or potential leader in one of the following fields you may be eligible to apply for a Global Talent Visa:

- Academia or Research
- Arts and Culture
- Digital Technology

Please click the following link for further information and to check your eligibility for this visa.

<https://www.gov.uk/global-talent>

**Equal Opportunities:** Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

**Data Protection:** Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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gets real.**