

OPPORTUNITY

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Reference: 0185-24

Grade: 8

Salary: £ 37,999 to £45,163, per annum, depending on experience

Contact Type: Permanent

Basis: Part time (0.8 FTE)

Job description

Job Purpose:

To provide information, advice, assistance and advocacy for Aston's International students as a caseworker for the International Advice Team.

Main duties and responsibilities

- ▶ To provide specialist, non-judgmental, client-centred, immigration and related advice to international students and their dependents, working to the Office of the Immigration Services Commissioner (OISC) levels as appropriate.
- ▶ To work as part of the International Advice Team to provide advice and support. This includes offering appointments to students as part of the rota, dealing with enquiries by phone, Microsoft Teams, in person and email along with urgent, last-minute requests for assistance.
- ▶ To be primarily responsible for immigration advice, guidance and support for all new and existing students, including entry clearance visa applications, and to promote and develop the visa advice service.
- ▶ To provide immigration advice, guidance and support to students on the routes available after completion of study.
- ▶ To contribute to and maintain the cohesive student support environment that our students expect and deserve, in order to enhance the student experience at the University.
- ▶ To be responsible for the information available on all technological platforms, such as the University website, Blackboard modules and social media platforms.
- ▶ To work collaboratively with colleagues from across the University community including the Visa Compliance Team, Student Services, International Office, Admissions and College Support staff to provide advice and guidance on the relevant UKVI policy.
- ▶ To promptly and accurately record casework using an electronic case management system and become a Level 1 user on the UKVI Sponsor Management System.
- ▶ To specialise in a particular area of advice or policy and lead on associated project work in line with professional interests and the needs of the International Advice Team.
- ▶ To undertake appropriate training and development in order to meet the requirements of the post and the aims of the annual Performance Development Review.
- ▶ To undertake any other activities commensurate with the post.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities for self-development 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.

Person specification

	Essential	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> • Qualified to a minimum of undergraduate degree level or equivalent. 	Application form.
Experience	<ul style="list-style-type: none"> • Proven current experience in a similar role relating to immigration advice. • Depth and breadth of experience of immigration issues and resolution. • Experience of supporting international students in crisis. • Experience of advocating with UKVI on behalf of students and of challenging decision. • Experience with Confirmation of Acceptance for Study and of the Sponsor Management System. • Experience of understanding and interpreting UKVI regulations and guidance. 	Application form and interview.
Aptitude and skills	<ul style="list-style-type: none"> • Ability to perform effectively under pressure, manage and prioritise a diverse workload and respond to frequently changing priorities without constant supervision. • Experience of successful coordinator of student events and sessions. • An excellent working knowledge of Microsoft Office products e.g., Outlook, Word, Excel and PowerPoint plus the ability to use an electronic case management system. • Strong analytical and problem-solving skills with the ability to apply skills and knowledge creatively in new contexts and to think beyond traditional solutions. • A high standard of written and spoken English, with the ability to produce clear and concise written material, including writing, loading and updating web pages. • A self-confident, enthusiastic and dependable approach with an ability to work collaboratively as a member of a team, and on his/her own initiative. 	Application form and interview.

	Essential	Method of assessment
	<ul style="list-style-type: none"> • Excellent interpersonal skills, including the ability to communicate confidently and effectively with a broad range of people and clients from a wide variety of backgrounds with tact, diplomacy, empathy and patience. 	

	Desirable	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> • Relevant Immigration Qualification. • A language qualification other than English. 	Application form.
Experience	<ul style="list-style-type: none"> • Knowledge of University Systems (such as SITS) and of student portals. • Experience of student record keeping and reporting duties in connection with the Student Route. • Experience of working in, and specifically addressing the needs of a multi-cultural environment. • A focus on personal development, with a willingness to undertake training to improve his/her skills base. 	Application form and interview.

How to apply

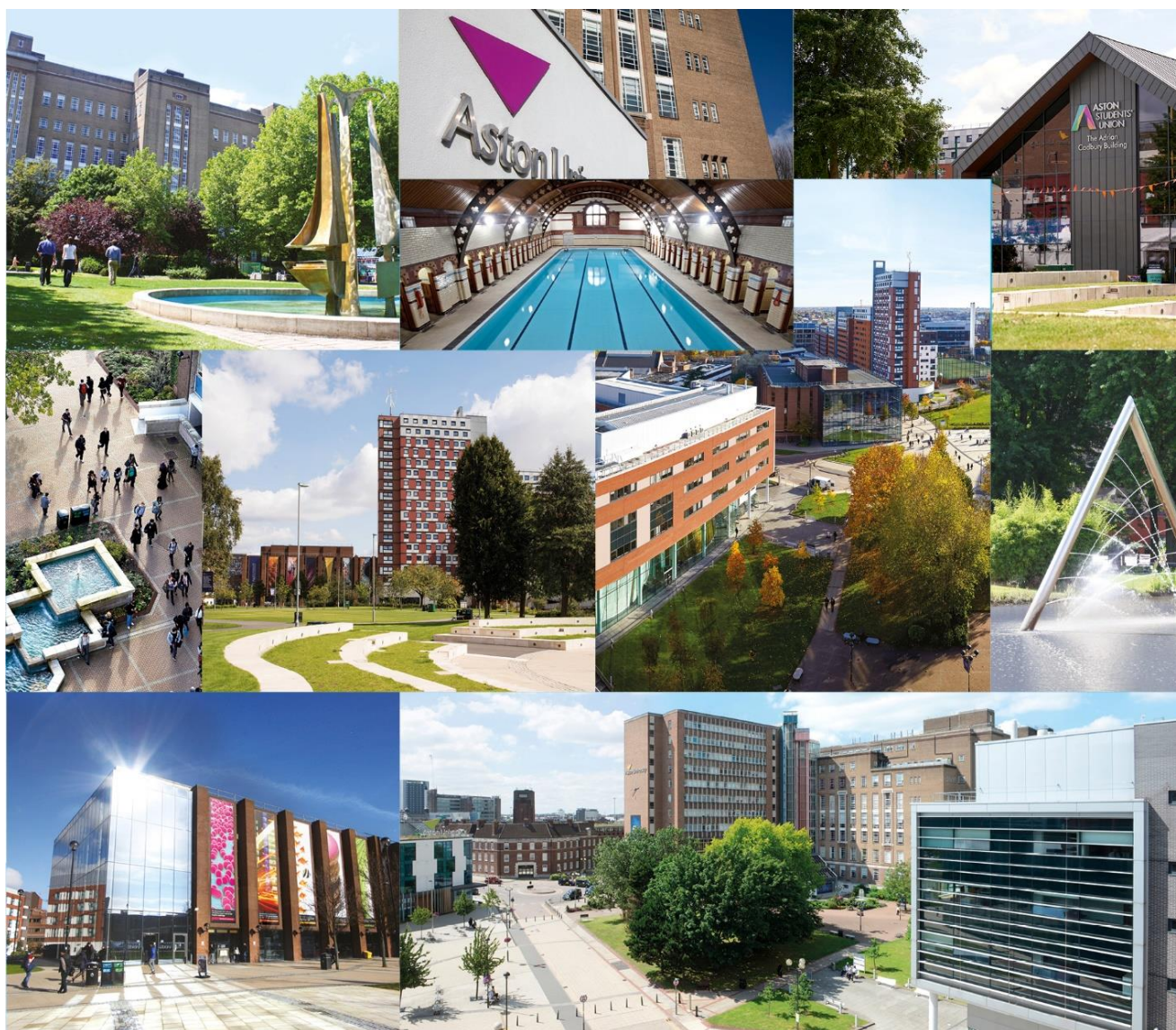
You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

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

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

Any CV sent directly 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 recruitment@aston.ac.uk.



Contact information

Enquiries about the vacancy:

Name: Karen Birks

Job Title: Head of Student Advice

Email: k.birks@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via recruitment@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: [Benefits and Rewards | Aston University](#)

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: You should ensure that you meet the eligibility requirements, including meeting the [English language standards](#). If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful. Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/tier-2-general>

With the end of free movement for EU/EEA/Swiss nationals from 1 January 2021, the UK's new immigration system applies to all non-UK/Irish nationals who require a visa.

Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**

- EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme
- Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK

The main routes available for those who need a visa to work in the UK are Skilled Worker, Global Talent and the Graduate Route.

You can find further information about each of these visa routes on our [candidate immigration page](#).

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see below for further details.

Academic Technology Approval Scheme (ATAS): If you will conduct research in your role and you apply for a Skilled Worker or Temporary Worker GAE visa, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application.

This process can take at least 6 weeks to process, and Aston will consider this when confirming your expected start date. Processing times will increase between April and September and can longer to complete.

There is no fast-track option available. ATAS certificates will be processed in order of receipt.

You can find more information about ATAS on our [candidate immigration page](#).

Before you start and Right to Work

90-day entry vignette

If you have applied for your visa outside of the UK, you will receive a vignette in your passport which is usually valid for 90 days. Please make sure to travel to the UK within the 'valid from' and 'valid to' dates on this visa. If you entered the UK before or after these dates, you would not 'activate' the visa and you would need to leave and re-enter the country.

You will also receive a decision letter confirming details about your immigration permission and where to collect your Biometric Residence Permit.

Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents in and around Birmingham that can help you find suitable accommodation. The [Midland Landlord Accreditation Scheme](#) provides a list of professional agencies and landlords who have applied with them for accreditation. Whilst accreditation is not a guarantee of quality, it provides some reassurance about the standard of the service they provide.

You can also use property search websites such as [Rightmove](#) or [Zoopla](#).

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>

Aston University
Birmingham
B4 7ET, UK.

+44 (0)121 204 3000

www.aston.ac.uk



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