UAS
University Administration and Services

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Summary

Job title	Student Immigration Officer
Division	Academic Administration Division
Department	Student Registry
Location	Examination Schools, High Street, Oxford
Grade and salary	Grade 5: £28,759-£33,966 per annum
Hours	Full time
Contract type	Fixed-term (until 30 September 2025)
Reporting to	Student Immigration Advice Manager
Vacancy reference	174574
Additional information	This post may be considered a secondment opportunity

The role

This post plays a key role in working with the Student Immigration Advice Manager to ensure that the University provides high quality support to international students and their families before their arrival, during their time in Oxford and the transition to returning home or remaining in the UK to work.

It will also support and work with the compliance section of the team that ensures the University fulfils all its duties as a licensed sponsor of international students under the Points based immigration system. The University must ensure it is fully compliant with the requirements at all times and in the case of an audit visit by the Home Office and for the regular internal audits carried out by the University's auditors, PriceWaterhouseCoopers. There are approximately 8,500 Student visa holders at the University of Oxford and this role plays a critical part in ensuring full compliance for the collegiate University.

The postholder will advise on obtaining entry clearance overseas, extending a visa within the UK and a range of other visa related queries and assistance which can vary widely in complexity. The team also deliver presentations on the post-study work opportunities available after completion of studies.

They will also assist with central compliance checks and processes which includes processing over 4,500 CAS (Confirmation of Acceptance for Studies) numbers each year for students to apply for a visa; reporting changes in student status to the Home Office (approximately 700 reports a year) within a strict 10 day timeline); There are also a wide range of other compliance checks throughout the year that the role will manage including regular visa expiry checks, failure to enrol checks each term and visa time limit and academic progression queries.

The role offers specialist support and guidance for college, department and divisional users of the eVision Visa Management System and queries on all aspects of Student visa compliance and advice from both students and staff.

Responsibilities

The main duties will include:

1. Assisting with the Immigration Advice Service for International Students

a) Assisting the Student Immigration Advice Manager and Senior Student Immigration Adviser with the running of a specialist immigration information and advice service for international students and their dependents from pre-arrival to end of study and beyond, including employment advice during and after studies.

b) Managing casework for students by email, appointments and telephone, and keeping accurate records of advice given. This will require using a Microsoft Dynamics casework management system to meet and monitor the requirements of the service. Providing confidential immigration assistance from basic to complex casework including challenging visa refusals, writing appeals and referrals to external agencies.

c) Researching and interpreting developments in immigration law in order to communicate their relevance to students. Maintaining specialist knowledge of UK immigration law and practice as it relates to international students. Maintaining knowledge of other areas of immigration law and practice that might impact on international students.

d) Preparing new students and their dependants for arrival in Oxford, through pre-arrival information.

e) Promoting, designing, organising and delivering regular presentations and interactive workshops throughout the year to student groups, both large and small, on immigration and work issues. For example, at the University Careers Service, Saïd Business School, Blavtanik School of Government

f) Working to the Office of the Immigration Service Commissioner's rules and standards. Developing policies and procedures to meet these standards and develop best practice.

2. Managing the interface between the eVision Visa Management system/SITS and the Home Office Sponsor Management System (SMS)

a) Assisting with the daily upload and download of files from the eVision Visa Management system/SITS to the Home Office Sponsor Management System (SMS) and back to create and assign Confirmation of Acceptance for Studies (CAS) numbers for over 4,500 non-EEA (European Economic Area) students each year; to manage fee updates for CAS numbers and to update their CAS status in eVision/SITS.

b) Providing support and guidance for over 350 college, department and divisional users of the eVision Visa Management system and ad-hoc training and advice, when not covered by the regular training course (see item 3b).

3. Student visa compliance duties:

a) Developing an up-to-date and specialist knowledge of UK immigration law, regulation and processes. This will include a sound working knowledge of Student visa requirements, policy and procedure and how that impacts upon University and college processes for on-course students, and during admissions.

b) Working with the team to ensure that staff in the colleges and departments are fully aware of their compliance obligations and changes in immigration rules.

c) Reporting within the strict 10-day timeline to the Home Office for Student visa holders who change their student enrolment status i.e. students who withdraw, suspend, defer, transfer course or complete their course earlier than expected. The post holder will need to use discretion and tact in dealing with complicated and sensitive cases related to medical conditions, mental health issues or disciplinary matters that have resulted in a change in student enrolment status and liaise with the college, department, division and Proctors Office (in the case of appeals) as appropriate. There are approximately 850 cases a year to investigate and 700 reports are made each year to the Home Office usually resulting in the curtailment of student visas.

d) The cases and reports mentioned above need to be managed in an efficient and organised manner in the customised Oxford Microsoft Dynamics Case Management tool to meet strict Home Office deadlines and to ensure students are aware of the serious consequences for their visa status.

4. Other internal liaison:

a) Assisting the organisation of the training programme for new and current staff involved in student visa and compliance matters. This includes a monthly training course for new staff and eight refresher courses held over the summer for current staff which represents over 35 training courses a year for over 350 staff a year.

5. External liaison and maintaining specialist knowledge:

a) Monitoring UK Council for International Student Affairs (UKCISA), University UK (UUK) and Russell Group news feeds and discussion lists to highlight trends and potential risks to compliance obligations for the collegiate University.

b)   Attending Academic Registrar Council UKVI termly meetings in London as required by the Head of Student Immigration and Information, when they are not able to attend, to hear updates on visa immigration changes and to discuss compliance requirements across the Higher Education sector.

6.   Supporting International students:
a)   Assisting with reviewing and developing the information and advice provided to international students about student visas. This will involve information provided in print and as well as ensuring an accessible and comprehensive web presence.

7.   Other duties:
a)   Undertake such other reasonable duties commensurate with the level of the role.

Selection criteria
Essential selection criteria

1.   Strong level of education or equivalent experience.

2.   Excellent verbal and written communication skills.

3.   Demonstrate a personable, confident, and diplomatic approach that employs tact, discretion, and initiative in liaising with senior colleagues, external bodies and all members of the collegiate University.

4.   Strong organisational and analytical skills and excellent attention to detail and accuracy.

5.   A systematic, thorough, and well-organised approach to work.

6.   Ability to work under pressure and to meet strict deadlines whilst dealing with a high volume of work.

7.   Ability to take the initiative in his/her own work, liaising with staff from other sections.

8.   Knowledge of government policy and processes for student immigration and international issues in higher education.

9.   Awareness of the implications of the Data Protection and Freedom of Information Acts in regard to confidentiality of data and information.

10. Significant experience required in the use of Microsoft Office suite including data analysis.

Desirable selection criteria

1.   Experience of Higher Education or public sector large complex IT systems would be an advantage.

2.   Experience of using a Case Management enquiry tool would be an advantage.

Pre-employment screening
Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: https://www.jobs.ox.ac.uk/pre-employment-checks

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Student Registry

Student Registry is responsible for the running of the University's examinations; managing the student record held on the SITS student record system (records are held on 122,000 current and past students, with 140 data items on each; and reporting and analysing student data). This work is achieved and undertaken by six teams:

Academic Records Office
Degree Conferrals Office
Data Quality Team
Student Assessments
Student Data Management and Analysis
Student Immigration

To maintain the student records, the Student Registry works closely with colleges and departments to obtain and update the data, manages the Student Registration process and carries out monitoring and exception reporting, including work to produce the annual returns to the Higher Education Statistics Agency (HESA). The Section manages all aspects of the University's examinations from the configuration of assessments in SITS to the publication of results: including the entering of students onto assessments, the running of those assessments (both examinations and submissions), examiner appointment, and management of student examination alternative arrangements. It also oversees the administration processes underpinning the research student examination. Student Registry is responsible for verifying student degrees and working with colleges and the Proctors' Office to facilitate the running of the University's Degree Ceremonies. The team develops reports for staff accessed through SITS eVision and Tableau, and for the public via the web, responds to FOI requests, and works with admissions offices and Education Policy Support to analyse applicant and student data to support the formulation of a range of policies ranging from widening participation to students' career destinations. The team also manages Tier 4 student visa compliance and offers expert advice and guidance on all student immigration matters. Student Registry coordinating the Orientation Programme for new European and international students and student surveys, including the Student Barometer and National Student Survey.

Academic Administration Division

The Academic Administration Division (AAD) is the University's group of services focused on students and learning. We provide support and information that students need to thrive in their academic and personal lives, and encourage the professional and educational development of our staff. We operate in close

collaboration with colleagues in central, divisional, departmental, and college administration, as well as with academic staff and students.

The AAD's work supports the student career from pre-admission through to graduation and beyond, and promotes the development of coherent systems and services across Oxford to underpin this. We focus on:

-   **Student recruitment**: Attracting the best undergraduate and postgraduate students through outreach and admissions, and advising students through the admissions process.

-   **Student services:** Offering high-quality services to students once they arrive at Oxford, including counselling and disability services, sports, language courses, a careers service, and fees and funding.

-   **Student administration:** Managing the University's student data, registration, examinations, and degree ceremonies, advising on visas and immigration; and developing our student systems.

-   **Educational policy**: Helping to develop and implement educational policies, upholding legislation, and providing quality assurance.

We also **support academic and professional staff** and the wider Oxford community through our language, sport, and professional and educational development services.

The AAD comprises: the Careers Service, Education Policy Support, Graduate Admissions, the Language Centre, the Centre for Teaching and Learning, Fees and Funding, Student Registry, Student Systems, Student Welfare and Support Services, Undergraduate Admissions and Outreach, and University Sport. They are supported by two professional support functions: AAD Administration and AAD Communications.

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website https://www.jobs.ox.ac.uk/how-to-apply.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: https://staff.web.ox.ac.uk/recruitment-support-faqs

Non-technical questions about this job should be addressed to the recruiting department directly aadadminsupport@admin.ox.ac.uk.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: https://hr.admin.ox.ac.uk/the-ejra.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: https://hr.admin.ox.ac.uk/the-ejra.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See https://hr.admin.ox.ac.uk/staff-benefits

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more https://staff.admin.ox.ac.uk/health-assured-eap

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See https://welcome.ox.ac.uk/

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector. Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See https://childcare.admin.ox.ac.uk/. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. See https://hr.admin.ox.ac.uk/my-family-care

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at https://edu.admin.ox.ac.uk/disability-support. For information about how we support those going through menopause see https://hr.admin.ox.ac.uk/menopause-guidance

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at https://edu.admin.ox.ac.uk/networks

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more https://www.ox.ac.uk/research/support-researchers/researcher-hub

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society