

**UNIVERSITY OF LINCOLN
JOB DESCRIPTION**

JOB TITLE	Tier 4 Compliance Manager				
DEPARTMENT	Student Administration				
LOCATION	Brayford Campus				
JOB NUMBER	SA9049	GRADE	7	DATE	August 2019
REPORTS TO	Deputy Head of Student Administration				

CONTEXT

The post holder will lead and manage the work of the Tier 4 Compliance team within Student Administration. The role will support internal and external partners to ensure that the University is fully compliant with the terms of the Home Office Sponsor Guidance and can continue to recruit and sponsor international students.

Tier 4 Compliance team provides expert support and professional advice to the University in relation to the Home Office's Tier 4 Sponsor compliance requirements. The Tier 4 Compliance team work closely with other areas of the University, including School Offices, the International Advice team and the Student Support Centre, in ensuring that both Tier 4 visa students and the University are compliant in the duties attached to the Tier 4 Sponsor Licence.

JOB PURPOSE

The post holder will take operational responsibility for University compliance in relation to Tier 4. They will manage and co-ordinate the University's compliance processes and policies, as required by the Home Office, in order to satisfy and maintain the University's Tier 4 Sponsor Licence.

The post holder will lead and manage the work of the Tier 4 Compliance team to ensure that the University is fully compliant with the terms of the Home Office Sponsor Guidance and can continue to recruit and sponsor international students.

KEY RESPONSIBILITIES

Management of Home Office Compliance

- Undertake Key Contact and Level 1 User responsibilities on the Home Office Sponsorship Management System(SMS), including (but not limited to) requesting annual CAS allocation, renewing the Premium Customer Service, applying for the Basic Compliance Assessment, amending live CAS data and reporting responsibilities.
- Work alongside Campus Jobs and Human Resources to monitor Tier 4 visas and potential risk of work breaches.
- Monitor, investigate and report to the Home Office on all new incoming students to the University if they receive a visa refusal, fail to enrol, transfer courses, withdraw or suspend, working closely with International Admissions to withdraw CAS's of students who have failed to enrol.
- Responsible for internal and external audits and lead on responding to consultations relating to student immigration.
- To manage the Tier 4 Senior Compliance Officer and supervise the reporting requirements to the Home Office on the many complex issues with regard to students.
- Oversight of all matters relating to student immigration at the University (from offer stage through to graduation) and working with staff from other areas with a role involving student immigration including International Admissions, Student Administration and the English Language Centre.

Tier 4 Attendance Management

- Be a key stakeholder in the development, implementation and maintenance of an effective attendance monitoring and management system to fulfil the University's responsibility to UK Visas & Immigration (UKVI) for students subject to immigration control.
- To utilise the attendance management triggers for Tier 4 visa students and take appropriate action. This will include holding meetings with Tier 4 visa students who have been identified to have poor attendance/engagement by the Student Monitoring and Management system and attend as a panel member at the formal hearing.
- The post holder will be required to communicate sensitively and confidentially with students and to convey the risks of non-compliance to their visa due to non-attendance and support students by creating action plans to improve engagement (if appropriate).
- To work across the University to ensure that Tier 4 students are aware of their responsibilities in respect of their visa and to devise and deliver training to meet those needs.

Systems, Regulations and Policies

- Monitor and keep the University informed of national policy development concerning Tier 4 immigration and visa requirements.
- To develop, implement, enhance, monitor and review the University's policies, procedures and processes related to our Tier 4 obligations.



UNIVERSITY OF
LINCOLN

- To monitor changes in immigration regulations and guide key stakeholders on the impact to the University, culminating where necessary, in the integration into University policies and procedures.
- Have oversight of the development and delivery of training for staff on matters relating to Tier 4 Compliance.
- To keep abreast of the changes in relation to the Home Office's Sponsor Guidance and relevant appendices.

Student Administration - Maintenance and Reporting

- To create, review and monitor new and existing exception reports as and when required to ensure that all necessary information, required by the Home Office, is captured, recorded and reported (if appropriate) correctly.
- To ensure all necessary documents retained by the Tier 4 Compliance team are collated and stored securely for Tier 4 audit purposes.
- Work closely with relevant colleagues from academic and professional service teams to ensure good alignment between policy, process and systems in relation to Tier 4 compliance duties.
- Oversight of the monitoring the immigration status of international students and action the University Regulations on suspensions and withdrawals when students do not have permission to be in the UK.
- Review and maintain the University's Basic Compliance Assessment dashboards.
- Produce accurate visa refusal data based on UK Visas and Immigration monthly reports.

General

- Have oversight of the CAS process (extension) requests, Doctorate Extension Scheme sponsorship and Start-Up Confirmation of Sponsorship allocation.
- Develop and deliver regular training to all relevant academic and professional staff who need to be aware of their responsibilities for international students. Long term training needs will be assessed across the University and training delivered to meet need.
- Manage and lead on pre-enrolment and document checking activities of international students in accordance with the Home Office and University requirements.
- Work with academic staff and the Quality team to ensure that all courses with work placement meets the Home Office Sponsor Guidance definition and collect details of placements and report these to the Home Office.
- Contribute to University publications and webpages, ensuring that essential information is communicated to staff and students in a timely manner.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and dimensions of the role

An experienced team member, the post holder will largely manage their own time and determine priorities in order to achieve the required output. The post holder will apply knowledge and judgement to determine the best approach from a number of identifiable solutions in order to resolve problems. This will include using their knowledge of Tier 4 Compliance guidelines, University regulations and procedures to help with routine and non-standard queries on a daily basis without reference to the line manager.

The post holder will be expected to keep up to date with developments in this area, to undertake staff development activities and contribute ideas towards improvement of operations.

Student Administration will continue to review structures and business processes to ensure that the University's strategic objectives are being met. The post holder will be involved in these discussions, as appropriate.

The post holder will be required to work flexibly during peak work periods. All post holders will, as the need arises, and as determined by the University Registrar, be required to provide temporary assistance in other areas of Student Administration. This is most likely to occur during times of peak activity/workload, but will also apply in relation to cover for staff absences. Post holders will be consulted in advance wherever possible, but flexibility with regard to service delivery is essential. Staff development activities will facilitate the development of skills to enable cross-departmental working.

The nature of the work may require some duties to be performed in the evenings/and or weekends.

The post holder also works as part of wider Student Administration team, providing mutual support during peak periods and ensuring that an effective service is provided at all times.

Key working relationships/networks

Internal	External
Professional Support & Academic Staff in Colleges	UK Visas and Immigration / Home Office
Professional Support from other areas of Academic Registry	Study Group International – local and national
Student Wellbeing	International Agents
International Office	UKCISA
Student Support Centre	UK NARIC
Students	UK Border Control
Finance Department	Other Universities
Human Resources	Applicants
Study Group staff	Parents
Secretariat	Visitors to the University
Enterprise	Former students
Campus Jobs	Members of the public
	ARC – UKVI Practitioners Group



UNIVERSITY OF
LINCOLN

**UNIVERSITY OF LINCOLN
PERSON SPECIFICATION**

JOB TITLE	Tier 4 Compliance Manager	JOB NUMBER	SA9049
------------------	---------------------------	-------------------	--------

Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Educated to Degree or equivalent experience	E	A
Experience:		
An extensive knowledge of Tier 4 legislation, policies and procedures.	E	A, I
A clear understanding of the mandatory requirements for Tier 4 Sponsor Licence Status	E	A, I
An understanding of other problems/issues relevant specifically to international students. Knowledge of the working practices of relevant external bodies, e.g. UKCISA, UKVI.	E	A, I
Skills and Knowledge:		
Able to deliver presentations and data to senior staff in the university on the impact of immigration regulations	D	A, I
Highly developed analytical skills; the ability to interpret regulatory frameworks and a detailed understanding of their implication and impact.	E	A, I
Effective, concise communication skills, both written and verbal, report writing skills, experience of delivering presentations; communicating to staff at all levels	E	A, I
The ability to manage and prioritise own work, and the work of others.	E	A, I
Knowledge of systems, policies and legislation in relation to the area of student immigration from offer stage through to graduation.	E	A,I
Competencies and Personal Attributes:		
Ability to assess and organise resources, and plan and progress work activities.	E	A, I
Ability to prioritise work while managing competing demands	E	A, I
Ability to work with a range of customers in a sensitive and supportive manner	E	A, I
Experience of developing positive and collegial relationships with both internal and external stakeholders	E	A, I



UNIVERSITY OF
LINCOLN

A demonstrable commitment to providing an customer-orientated service and enhancing the student experience	E	A, I
Business Requirements:		
Must be able to travel in the UK and be flexible enough to work outside normal office hours where requested	E	A, I

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	YY	HRBA	JE
---------------	----	-------------	----