

## Job description

# Immigration and Compliance Officer

April 2018

### Company context

**INTO's Mission:** *Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.*

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched 21 partnerships with 19 universities in Europe, North America and Asia. We have enrolled over 50,000 students from 166 countries and now have about 1600 employees, based round the world.

Our Mission is underpinned by five core values: Purpose, Partnership, Performance, Passion and Pride. We seek employees who share these values in an organisation which has a diversity of talent specialisms and cultures.

Our website <https://intoglobal.com> has details of how we are organised and our outstanding achievements so far.

### Role Context

INTO is an organisation working in partnership with leading UK and US universities and investing in the development of world-class student study centres. It specialises in preparing international students for undergraduate and postgraduate study with both academic and English language support. The courses at our Centres, upon successful completion, guarantee progression to leading UK and US undergraduate and postgraduate courses as well as stand-alone English language courses.

### Reporting line

The Immigration and Compliance Officer will report to the Immigration and Compliance Manager.

### Job purpose

Working within the UK Operations Team at INTO Head Office in Brighton and closely with INTO Manchester and INTO London and all INTO Joint ventures to support the Immigration and Compliance Manager in ensuring that INTO remains fully compliant with the Home Office UKVI regulations.

**IUP 2 LLP**  
ONE GLOUCESTER PLACE  
BRIGHTON, EAST SUSSEX  
BN1 4AA, UK

**T** +44 [0]1273 665200  
**F** +44 [0]1273 679422  
**E** [corporate@intoglobal.com](mailto:corporate@intoglobal.com)  
**W** [www.into-corporate.com](http://www.into-corporate.com)

## Key accountabilities and duties

### Compliance Specific Duties

- To maintain and disseminate knowledge of developments regarding the PBS Tier 4 policy areas that affects students through drop in sessions, printed and electronic material present training sessions and webinars;
- To write and present accurate information in an appropriate format for its audience;
- Contribute to IUP's Tier 2 compliance responsibilities, including maintaining central records and conducting internal audits of existing practice.
- Line management of the Visa Support Services team, including performance management and appraisal.
- Management of all Visa Support operations, including credibility and POMF check processes, and associated mailboxes.
- To keep up to date and adhere to national guidelines relating to International Students through UKCISA, British Council, Home Office and other outside bodies, with particular emphasis on Tier 4 visas;
- To work closely with the INTO Immigration Compliance Manager and INTO Admissions at Head Office, INTO Manchester and INTO London and INTO Joint ventures in protecting all aspects of INTO and INTO's university joint venture partner sponsor licences.
- In conjunction with the Immigration Compliance Manager, develop and implement new internal processes and procedures to drive service delivery improvements in line with UKVI compliance requirements and customer service expectations;
- Ensure management of team resource to deliver Visa Support services within agreed Service Level Agreements;
- To work closely with other teams to ensure all PBS relevant aspects of inspection criteria are adhered to; QAA, BAC, British Council and the Home Office;
- To be a Level 1 user of the Home Office Sponsor Management System;
- To work closely with the centres to recognise trends in absence in terms of visa compliance;
- To produce regular management reports on compliance metrics to the Executive team and other colleagues;
- Conduct mock audits of compliance at UK INTO centres, including detailed reports of visits to drive compliance adherence and disseminate best-practice across sites;
- To deputise for the INTO Immigration and Compliance Manager;
- Contribute to, and monitor, INTO UK policies and procedures related to UKVI and Tier 4 compliance;
- Deliver a robust training and awareness schedule of UKVI systems and immigration related processes and rule changes, ensuring awareness is embedded and cascaded throughout the organisation. This encompasses training sessions with colleagues across the business delivered by webinar or in person (including centre visits), as well as the provision of written guidance materials;
- Co-ordinate weekly management reporting and tracking of SELT data to UK Operations and GRU colleagues to ensure appropriate provision of tests is maintained to aid recruitment efforts;
- Attend and represent INTO at training events when required to maintain and update knowledge of relevant Home Office policy and practice, and the provision of immigration advice to students;

- Contribute to preparatory arrangements for any UKVI or other external audit visits, co-ordinating central support from team resource as necessary.

## Other Duties

- To maintain confidentiality and execute all tasks with due regard to INTO policy and the requirements of the data protection act;
- To carry out all duties related to the post with full regard to the INTO equal opportunities policy;
- You may be required to work at other centres with prior arrangement;
- To work in accordance with all INTO policies including the health & safety policy and smoking policy;
- Additional duties may be negotiated in accordance with the current job description in line with the Corporation's needs and development;
- To contribute to the development of a collaborative working environment in order to maintain and enhance the quality of the student learning experience and the working conditions of centre staff;
- Represent and promote INTO at meetings and events, including active external networking with colleagues within and outside the Higher Education (HE) sector.
- To promote and support INTO and the business in a positive manner;

**Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request.**

**We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.**

## Location

The post is based in Brighton. Travel within the UK and abroad may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or Partner location at any time.

## Safeguarding

As part of our Safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- Appropriate suitability checks will be required prior to confirmation of appointment.

**This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Serviced check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.**



Please see the next page for person specification...

## Person Specification

	Essential	Desirable
<b>Legal Status</b>	<ul style="list-style-type: none"> <li>Appropriate DBS disclosure will be required prior to confirmation of appointment.</li> <li>Eligibility to work and travel freely to and from UK, i.e. valid UK or EC passport.</li> </ul>	
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>Excellent command of written and spoken English.</li> <li>Educated to degree standard or equivalent.</li> <li>Excellent IT skills including the production and analysis of data.</li> </ul>	<ul style="list-style-type: none"> <li>OISC regulation to provide immigration advice.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Warm, friendly and approachable.</li> <li>Ability to build and manage relationships with peers, senior managers, academic stakeholders;</li> <li>Consistently displays a positive approach to the working environment.</li> <li>Commitment to working as part of a team.</li> <li>Able to work on own initiative.</li> <li>Displays a professional appearance at all times</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Relevant and current experience of Home Office legislation relating to International students and T4 sponsors</li> <li>Ability to communicate with colleagues and international students at all levels and ensure the message is clearly understood;</li> <li>Experience of working to tight deadlines</li> <li>Experience of providing accurate and consistent advice and guidance on procedures, regulations or legislation</li> </ul>	<p>A T4 Sponsor Management System Level 1 user or Key contact.</p> <p>Experience of internal or external (UKVI T4) audits</p>
<b>Skills/Knowledge</b>	<ul style="list-style-type: none"> <li>Ability to be assertive and constructive when required.</li> <li>Ability to prioritise, meet deadlines and work under pressure.</li> <li>Ability to produce, update and summarise reports.</li> <li>Excellent attention to detail and accuracy;</li> <li>Ability to interpret complex written material, synthesise and issue operational procedures</li> <li>Committed and responsible for promoting and safeguarding the welfare of children and young adults.</li> <li>Knowledge/understanding of working in a busy administration department.</li> <li>Willingness and experience of training and developing other team members.</li> </ul>	
<b>Special Circumstances</b>	<ul style="list-style-type: none"> <li>Willingness to travel to branches and training courses across the UK</li> </ul>	