Job Description

UKVI Compliance, System and Operations Manager

Position overview

Department	Visa Compliance Team - London Enrolment Management.
Location	Devon House, London (Hybrid role) **-** 3 days from campus 2 days from home
Term	Full-time; 6 months Fixed Term Contract
Salary Range	£46,000 to £50,000 per annum, depending on experience
Benefits	The university supports staff maintaining a good work/life balance, offer flexible working and parental leave opportunities, an Employee Assistance Programme which provides free, confidential advice on both home and work concerns as well as optional private medical insurance, season ticket loans and being part of the cycle to work scheme.
Direct Reports	Director of Visa & Immigration Compliance
Reports to	Syed Zaidi
Start	01 December 2024

The role

Tips: Directly reporting to the Director, the UKVI Compliance, System and Operations Manager will be responsible for ensuring the organisation's compliance with UK Visas and Immigration (UKVI) regulations, all relevant systems and managing the operations related to international students. The role requires in-depth knowledge of immigration rules relevant to student and sponsor compliance, excellent organisational skills, and the ability to manage sensitive information and stakeholder relationships effectively.

Duties and Key Responsibilities

Compliance:

- Oversee and ensure the organisation's compliance with UKVI regulations, including sponsor licence responsibilities for both students (Student Route) and students on visitor visa.

- Serve as the point of contact for all UKVI audits, inspections, and communications, ensuring timely responses and actions.

- Maintain up-to-date knowledge of immigration policies and legislation, ensuring the organisation is proactive in meeting compliance requirements.

- Manage the organisation's Sponsor Management System (SMS), including reporting record-keeping and academic engagement monitoring of sponsored individuals.

- Ensure all processes related to visa sponsorship are compliant, including record-keeping, attendance monitoring (Seats), and reporting any changes in circumstances of sponsored students and regularly reviewing and updating NU London visa and immigration compliance handbook.

- Conduct regular internal audits around student and sponsor compliance to assess compliance risks and identify areas for improvement.

- Assist the Director of Visa & Immigration Compliance in various different compliance related projects

- Assist the Director in day to day institutional immigration compliance operations

- Representing the Director in different internal meetings in his absence

Operations:

- Lead on operational processes associated with UKVI compliance, including issuing Confirmation of Acceptance for Studies (CAS) during the CAS issuance period (June to August only)

- Collaborate with internal departments (Admissions, HR, Legal, Recruitment etc.) to ensure smooth visa sponsorship processes.

- Provide expert advice and guidance to student, staff, and relevant departments on visa-related issues and immigration rules. And support the Visa Compliance Officers and Senior Visa Compliance Officers in troubleshooting and dealing with complex visa compliance matters.

- Ensure accurate record keeping according to appendix D and documentation of sensitive personal data in line with GDPR and organisational policies.

- Implement training programmes for staff involved in visa sponsorship, ensuring awareness and understanding of compliance obligations.

- Support recruitment and admissions teams to ensure that all international applicants meet UKVI genuine student profile requirements and all sponsored students meet the requirements set by the UKVI.

- Work closely with the registry team to ensure timely reporting of any sponsored student post award board (withdrawal, Break in Studies, Resit, Retake, Visa Extension) or any other changes in student circumstances.

Stakeholder Management:

- Build and maintain relationships with key external stakeholders, including NU, USA UKVI, legal advisors, and immigration consultants.

- Liaise with students and senior management to provide updates and insights on changes to immigration laws and their potential impact.

Support sponsored students and employees with queries related to visas, reporting requirements, and compliance matters.

Qualifications & Experience:

Essential:

- Proven experience in a UKVI compliance-related role, ideally within higher education or a similar sector.

- Strong knowledge of UK immigration law, including Student and Skilled Worker routes.

- Experience managing a UKVI Sponsor Licence and working with the Sponsor Management System (SMS).

- Demonstrated ability to manage compliance processes and ensure adherence to complex regulations.

- Excellent communication skills, with the ability to present complex information clearly and effectively to a range of stakeholders.

- High level of accuracy and attention to detail, particularly with sensitive data and reporting requirements.

- Ability to manage multiple priorities and work under pressure to meet tight deadlines.

Qualifications & Experience:

A successfully completed honours undergraduate degree.

Essential:

- Proven experience in a UKVI compliance-related role, within higher education or a similar sector.
- Strong knowledge of UK student and sponsor immigration law
- Experience managing a UKVI Sponsor Licence and working with the Sponsor Management System (SMS).
- Experience managing systems like SEAtS, Target Connect, CAS Shield, or similar platforms/system for student engagement, visa compliance, and sponsor reporting.
- Demonstrated ability to manage compliance processes and ensure adherence to complex regulations.
- Excellent communication skills, with the ability to present complex information clearly and effectively to a range of stakeholders.
- High level of accuracy and attention to detail, particularly with sensitive data and reporting requirements.
- Ability to manage multiple priorities and work under pressure to meet tight deadlines.
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Desirable:

- Experience conducting internal compliance audits.

- Experience of managing student attendance via Seats and record keeping via target connect and experience of using CAS shield.

- Previous experience liaising with UKVI during audits or compliance checks.

- Understanding of the General Data Protection Regulation (GDPR) and its application to visa sponsorship data.

- Experience providing training to staff on UKVI compliance.

Skills and Competencies:

- Strong analytical skills and the ability to interpret complex regulations.

- Proactive problem-solving and decision-making abilities.

- Excellent organisational and project management skills.

- High level of confidentiality and integrity in managing sensitive information.

- Strong interpersonal skills with the ability to work collaboratively across different teams and departments.

- Ability to influence and engage stakeholders at all levels of the organisation.

About the University

Founded in 2012, Northeastern University London (formerly known as New College of the Humanities) has established itself as a prestigious higher education institution based in the heart of London. Northeastern University London is part of Northeastern University's Global Campus Network. Positioned as top ranking in the USA, Northeastern has campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

After becoming part of Northeastern University's global network in early 2019, the University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021.

Northeastern University London offers a vibrant, collegiate community delivering broad and academically rigorous degree programmes, designed to equip graduates with the combination of skills and knowledge that are increasingly desired by organisations, employers, and society. It offers state of the art audio visual technology in its teaching and meeting spaces across the organisation.

Person specification criteria

To undertake this role, the following should apply – should you not have the experience below, please do highlight where transferrable skills would assist with you undertaking the role.

- Experience
- Knowledge, Skills and Abilities
- Education, Qualifications and Training
- Personal Attributes

Additional Information

Enquiries

Informal enquiries may be made to Syed Zaidi, syed.zaidi@nulondon.ac.uk. However, all applications must be made in accordance with the application process specified.

Application process

Applications must include a covering letter of no more than one page and a full curriculum vitae.

The panel will be shortlisting for this position on a rolling basis so please apply as soon as possible. We reserve the right to close this post before the closing date if we receive a large number of applications.

Please note this role may require a basic or enhanced DBS check. Please note this role may require a basic or enhanced DBS check. Our organisation acknowledges the duty of care to safeguard, protect and promote the welfare of our students and staff, and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Ofsted requirements. You must adhere to the above if you are offered a role with NU London.

Applications are welcome from all sections of the community and will be judged on merit alone. We welcome applications from all underrepresented groups, including the Global Majority. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.