

Job Description

Immigration Compliance Assistant

Position overview

Department	Visa & Immigration Compliance Team
Location	Devon House, London (Hybrid role)- 3 days from campus and 2 days from home. Post holder may be asked to work more than 3 days from campus depending on the business needs.
Term	Full-time , Fixed Term (6 months)
Salary Range	£29,000 to £30,0000 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	Senior Visa Compliance Officer
Reports to	Senior Visa Compliance Officer
Start	01 March 2025

The role

This Immigration Compliance Assistant post will focus on the operational aspects of complying with the University's sponsor pre-enrolment duties under the Student Route of the Points Based System. It will also be necessary for the post holder to liaise regularly with visa applicants/students and maintain up to date CAS records for all of NU London visa students on Student route visa. The post holder will play a crucial role in assisting the visa and immigration compliance team in issuing CASs to students.

Candidates will be expected to have good communication and interpersonal skills and ideally have experience working in customer services or an administrative role in the Higher education sector. Experience in the UK Higher education sector and UK immigration regulations related to student visas are desirable. An undergraduate degree in law is desirable.

Duties and Responsibilities

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- Work closely with the Visa Compliance team, International Recruitment, and Admissions teams to provide advice and guidance on the CAS issuance requirements that individual applicants must meet to receive a CAS from NU London.
- Support and advise prospective students on the CAS and visa process, as well as current students registered at NU London, as they progress through the application and CAS request process.
- Thoroughly review all CAS requests and corresponding documents to ensure that only students meeting the student visa requirements are issued a CAS.
- Collaborate with Senior Visa Compliance Officers to ensure all CAS-related daily administrative and other tasks are completed within agreed deadlines.
- Communicate with and track all pending documents required for CAS issuance, including liaising with prospective students who have accepted offers and paid deposits.
- Utilise CAS Shield (Enrolly) and other CRM systems to engage with and communicate effectively with students.
- Flag to Senior Visa Compliance Officers any students “at risk” of failing to meet the CAS issuance requirements under the Student Route. This includes following up with students and, where necessary, referring them for additional academic or general student support.
- Obtain regular updates on the progress of student visa applications, including collecting copies of all student visa decision emails.
- Maintain regular communication with students applying for student visas to ensure their records are kept up to date.
- Assist Visa Compliance Officers and team leadership with tasks related to communication, engagement, and providing necessary information.
- Engage with students via phone, e-meetings, emails, and, where required, in person to explain the CAS issuance process and requirements, and assist with their student visa applications as needed.
- Support the Visa Compliance team in developing and updating immigration-related information for prospective international students.
- To undertake any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training.

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.

KNOWLEDGE, SKILLS & ABILITIES

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Essential:

- Ability to work as part of a team and independently.
- An exceptionally high level of attention to detail and accuracy.
- Well-developed organisational skills and time management skills, including the ability to prioritise and manage workload.
- Ability to empathise and develop rapport with individuals applying to the College.
- Excellent written and oral communication skills.
- Experience of working with customers face-to-face, digitally and over the phone.
- Diplomatic influencing and relationship-building skills, to work with others and to ensure offer holders comply with visa requirements.

Desirable:

- Recent experience in processing CAS applications and applying UKVI regulations, including verifying applicants' documentation; or experience in any role within the higher education sector; or experience in any legal-related role.

EDUCATION, QUALIFICATIONS AND TRAINING

Desirable

- An undergraduate degree in Law

Experience

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

Additional Information

Enquiries

Informal enquiries may be made to ritha.aktar@nulondon.ac.uk. However, all applications must be made in accordance with the application process specified.

Application process

Participation in the equal opportunities section is encouraged, but voluntary.

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. 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.

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Job sponsorship: This role is not eligible for sponsorship