

Job Profile

Job title	Compliance Officer		
Division/dept.	University Partnerships		
Working hours	40 Hours Per Week (5 days over 7)	Start date	May 2021
Contract	Permanent		
Annual leave	25 days plus public holidays pro-rata		
Reports to	Head of Admissions	Location	Greenwich
Salary	Competitive		
Job purpose			
<p>To support the university partnerships division on all matters relating to international student's compliance duties to ensure that the university partnerships division at Oxford International Education Group fulfils its responsibilities and maintains its Student Sponsor licence under the UK Visa's and Immigration (UKVI) Points Based System (PBS).</p>			

Main duties and responsibilities

- To act as liaison and key contact point on matters of student visa compliance.
- To take operational decisions on matters of student route sponsorship for applicants/students.
- Maintain up to date knowledge of UKVI requirements and an overview of the Tier 4/Student route points-based system.
- To issue CAS and ensure all CAS are assigned within the agreed service level.
- To monitor student route visa application decisions, highlighting any discernible patterns or concerns at an early stage.
- To monitor visa outcomes and follow-up with students, agents, university partners and the global recruitment team within agreed service levels.
- To receive and process Visa refusals on Intrinsiq, assessing eligibility for a new CAS if appropriate.
- To update, withdraw and add sponsor notes to unused CAS as appropriate.
- To monitor and produce weekly reports to the Head of Admissions and other senior team members on visa refusal rates.
- Assist in the checking and vetting of documents and issuing of Confirmation of Acceptance of Studies (CAS) for Student route applicants.

- To assist in training staff where appropriate on the technical process of uploading CASs and the UKVI requirements for requesting a CAS.
- To ensure the timely reporting to UKVI of any relevant change in circumstances via the appropriate channels.
- To alert the Head of Admissions of any identified risk to student route compliance, and to support with an effective and timely resolution.
- To respond to queries from UKVI, or any other external body in an appropriate manner
- Respond to e-mails, telephone calls and assist with face-to-face enquiries in connection with UKVI compliance duties.
- Conduct and vet student interviews in order to ascertain credibility and study intent.
- Assist with any other such duties within the scope and spirit of the job title,

Planning & Organising

Plan and manage own work load to ensure that SLA’s are achieved at all times. This will include the need to prioritise own workload on a daily basis,

Relationships & Communication

To build strong internal working relationships and establish regular lines of communication with Admissions Officers based both overseas and within the UK, Regional Managers as well as the Head of Admissions and other key stake holders.

Person specification	Essential	Desirable
Legal requirements	<ul style="list-style-type: none"> • Eligibility to live and work in the UK • Satisfactory Enhanced DBS Disclosure 	
Education / Qualifications	<ul style="list-style-type: none"> • Educated to a degree level or equivalent, this position requires someone to navigate the complex, challenging and constantly changing immigration compliance environment. 	<ul style="list-style-type: none"> • A second language

Knowledge & Skills	<ul style="list-style-type: none"> • Experience of working in a process driven environment • Evidence of technical understanding of UKVI regulations and requirements in relation to Tier 4/Student route • Methodical with great attention to detail with a high degree of accuracy • A flexible approach to work, with the ability to prioritise a busy workload, manage shifting demands and ensure deadlines are met • High level of computer literacy –confident in the use of Microsoft Excel Word and Outlook and student data systems • Administration skills to plan and organise their time effectively. • To work with high level of autonomy as well as a team member • The ability to build and maintain effective working relationships with University staff, external agencies, and other stakeholders. • An understanding of the need for providing proactive and high-level customer service • Experience in understanding complex and detailed policies and procedures. 	<ul style="list-style-type: none"> • Experience of working with colleagues across multiple locations
Personal attributes	<ul style="list-style-type: none"> • Communication skills to be able to communicate effectively and with credibility to a diverse audience • Be able to solve problems and make decisions. • Results orientated, ambitious and highly self-motivated. • Be able to provide and receive constructive criticism to and from peers. • Able to empathise with colleagues, customers and other stakeholders 	
Other requirements	<ul style="list-style-type: none"> • A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required. 	

This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities and may be subject to periodic revision.

OIEG is committed to safeguarding and promoting the welfare of children. The post holder's responsibilities for safeguarding the welfare of the young students in their care are to adhere to the OIEG Child Protection Policy. All OIEG employees are subject to enhanced DBS check.