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| **ROLE DESCRIPTION AND PERSON SPECIFICATION**  **PROFESSIONAL AND ADMINISTRATIVE STAFF** |
| **Role Title: Registry Officer - Student Visas**  **Service: Registry**  **Pay Band: C**  **Reports to: Registry Manager** |
| **Purpose of Role:**   |  | | --- | | Ravensbourne University London (RUL) is expanding its overseas student based and therefore requires a Student Visa Officer to work within the Registry Team.  The post will manage, monitor and maintain student immigration records and relevant documentation in SITS ensuring it is up to date, accuracy, readily accessible and students are progressing as expected.  .  Assist with writing and maintaining internal policy and/or guidance on visa/documentation process within Registry.  Regularly audit student immigration records for accuracy and completeness.  Work closely with relevant colleagues across the University on visa compliance and governance process and procedure.  Support any internal or external student immigration audits conducted at Ravensbourne or partners institutions.  Produce and supply relevant student immigration information to key stakeholders at Ravensbourne.  Be a point of contact to provide advice and guidance for students on visa related issues.  To work co-operatively and flexibly within the Registry Team, adopting and sharing best practice and providing cover across the team when required. | |
| **Role Responsibilities:**   * Responsible for maintaining student immigration data and documentation in the student record system (SITS), ensuring it is accurate and complete. * Working with the Student Records Officer and SITS Developer on improving data storage and accessibility to visa data/information. * Ensuring visa data/documentation requirements are met and complete at each cohort intake. Contributing to the registration/welcome events for new and returning students. * Writing and/or developing new visa guidance for Registry purposes. Where necessary support other departments in producing their own policy and guidance for visa students. * Regularly monitoring the external environment for changes and updates to national immigration policy and where required implement or apply into Registry practice. * To conduct regular data spot checks on visa students ensuring records are complete and accurate. As agreed with the line manager conduct full audits of visa students and be a key contact for internal and external audits. * Monitor visa students for academic progression, highlighting any concerns to internal colleagues as appropriate. * Supports the Head of Immigration Compliance, to ensure that if Ravensbourne University decides to withdraw sponsorship, or a student decides to withdraw from their study the correct process is followed regarding the duties and responsibilities of the student and University. * To re-issue CAS’s to students where appropriate. * Working with relevant internal colleagues to build a network of student immigration expertise at Ravensbourne. This will be done by working in collaboration with the Head of Immigration Compliance, other staff working in this area and your line manager where relevant. * Be a first point of Registry contact for all enrolled visa students. Where appropriate provide advice, guidance and support or refer to student immigration team. * Daily collaboration with colleagues across the University whose job relates (in)directly to student immigration. * As and when required provide student data to key stakeholder for student immigration. * Support core University events and/or activity, such as Graduation and Registration, as directed by the Registry Manager. * Ensure all Registry email boxes are managed efficiently and effectively. Responses are of a high standard and customer service focused and delivered in a timely manner. * To contribute positively to the overall objectives of the Registry Team. * To undertake such duties as may reasonably be required by the Registry Manager.   **General Requirements**   * To engage in Institution-wide committees or working parties when required * To engage in training and professional development as appropriate to the requirements of the role * To demonstrate understanding of Ravensbourne’s values, culture and educational ethos and promote these through everyday practice in the role * To work within Ravensbourne’s Code of Conduct and other Rules * To comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate * To carry out the policies, procedures and practices of Health & Safety in all aspects of the role, and to ensure that guests to the Institution are given appropriate health and safety information on arrival * To demonstrate the value and importance of equality and diversity in every aspect of Ravensbourne’s work, and show commitment through everyday practice in the role * To work in accordance with, and promote Ravensbourne’s environmental sustainability policy and practices * To work continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate * To make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness * To perform such other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne’s objectives achieved. |
| **Key working relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis):**   * Head of Registry * Registry Manager * Head of Student Immigration * Registry Team * Student Services * Admissions * IT Operations |
| **Resources Managed: in negotiation with Line Manager**  **Budgets:**  n/a  **Staff:**  n/a  **Other ( e.g. equipment; space)**  n/a |

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| **Person Specification (Knowledge, Skills and Behaviours)**  **Core Personal Skills**  **Minimum Qualification Required:**  Educated to Degree Level or equivalent  Industry relevant SITS knowledge and expertise  **Customer focus and service**  Understands the relationship between provider and customer, and the expectations of the recipient of a service. Can identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them.  **Team working**  Works collaboratively and harmoniously with the wider SITS user community.  Working as part of Registry and wider central teams at Ravensbourne  **Communicating and relating to others**  Communicates clearly orally and in writing. Builds and maintains effective relationships openly and honestly, respond well under pressure. Ability to use every medium appropriately and with consideration for the intended audience, enabling the messages to be easily understood and able to be acted upon.  **Organising work**  Organises work for optimum effectiveness, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met.  **Problem solving and decision making**  Anticipates, where possible, problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue, one that is capable of practical implementation.  **Future focussed and change-ready**  Understands their current position in the broader environmental context and is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements within the Student Records System. | Essential  MC900434713[1]  MC900434713[1]  MC900434713[1]  MC900434713[1]  MC900434713[1]  MC900434713[1]  MC900434713[1] | Desirable |
| **Professional and Administrative knowledge and know–how**  **Service Knowledge and its application**  Maintains, develops and applies comprehensive knowledge of all aspects of the student records system (SITS) in ways that are proportional to Ravensbourne’s nature, scale and complexity, and retains that knowledge and its application up to date and relevant | MC900434713[1] |  |
| **Professional context**  Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally | MC900434713[1] |  |
| **Professional and Administrative service delivery, systems and processes**  **Delivering the service**  Delivers the service, or that part of it as specified in the role description, to the standards required, and contributes to its continuous improvement | MC900434713[1] |  |
| **Knowledge**  SITS specific, training, expertise and practical experience, plus detailed knowledge of a HE Academic Registry and general HE experience. | MC900434713[1] |  |