## JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Administration Officer (Visa Records)</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student Administration</td>
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<tr>
<td>Job type</td>
<td>Full-time</td>
</tr>
<tr>
<td>Grade:</td>
<td>6</td>
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<tr>
<td>Accountable to:</td>
<td>Student Administration Senior Manager (Enrolment &amp; Records)</td>
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<tr>
<td>Accountable for:</td>
<td>None</td>
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### Purpose of the Post

Student Administration is responsible for all central administrative functions involved in the student lifecycle, including Enrolment, Academic Timetabling, Examinations, Graduation Ceremonies and Research Degree Administration; it also contains the Student Services Centre, which provides a central point of contact for students.

The Student Administration Officer (Visa Records) provides dedicated support to the Student Administration senior Manager for the administration and validation of visa-holding student enrolment and records.

### Key Tasks

- Maintaining data on Royal Holloway students on the UK Visa and Immigration (UKVI) Sponsor Management System (SMS).
- Maintaining information on the College’s student record system in relation to Passports, Visas, CASs (Confirmation of Acceptance of Studies) and other compliance validations.
- Issuing CASs to current students using the UKVI SMS to enable them to apply for or extend a Tier 4 visa.
- Collaborating with the Student Administration Manager (Enrolment Operations) to plan and run Enrolment sessions for visa holding students including the ID Check element of the College enrolment process, ensuring that appropriate and robust checks are completed and that only students with appropriate visas are permitted to enrol.
- Ensuring that copies of all relevant passport and visa documents are captured at enrolment and carry out regular validations to verify that the documents are current, requesting new or additional documents as required.
- Liaising with the Attendance Monitoring Officer to ensure that the monitoring of Tier 4 students’ attendance is completed by Academic Departments and to investigate cases of non-engagement, including reporting students to the UKVI as appropriate.
- Monitoring and reporting changes of circumstances of Tier 4 visa-holding students to the UKVI.
- Producing and running regular validations to verify visa-holding student record data to ensure that visa, passport and personal information is kept up to date and any issues are addressed in a timely manner.

- Documenting procedures and develop processes relating to the monitoring and record management of visa holding students.

- Support the Student Administration Senior Manager to prepare the data for the renewal of the College’s Tier 4 visa licence and assisting with audits undertaken by the UKVI.

- Keeping up to date with developments in UKVI policy and compliance issues and undertaking continuous review of practices and processes to ensure efficiency and compliance.

- Working closely with the International Student Support Office to ensure students are provided with appropriate advice in regards to study visas.

- Providing advice and training to staff on UKVI compliance and be the first point of contact for questions from staff in relation to current Tier 4 visa-holding students.

- Keeping up to date with developments within the sector relating to the administration of visa-holding students.

- Servicing College committees which oversee institutional governance and compliance with UKVI requirements.

**Other Duties**

All members of Student Administration are expected to assist with the key events run by Student Administration; Enrolment, College Examinations and Graduation and are expected to work as a team.

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

**Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

**Internal:**
- International Student Support Office
- IT
- Student Services
- Marketing & Communications including the Admissions Team
- Academic Departments – Administrative and Academic Staff

**External:**
- UK Visa and Immigration
- HE Visa Network Groups