**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Administration Senior 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>
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<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>1 x Student Administration Assistant</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, and Research Degree Administration; it also contains the Student Services Centre, which provides a central point of contact for students.

**Key Tasks**

- 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. The core responsibilities include:

- Representing the Student Administration Senior Manager (Student Records) as required as a subject matter expert on matters relating to Student Visa compliance.

- Supervision and/or line management of the Student Record Administration Assistant, including line management responsibilities under the support and direction of the Student Administration Senior Manager (Enrolment and Records) This includes:
  - Line managing/supervising members of the team, including providing appropriate supervision, motivation and support and identifying staff development and training needs
  - Providing operational direction to ensure that there is a culture of constant improvement within the team.
  - Supporting the Student Administration Senior Manager (Student Records) in setting service standards in their areas and monitoring performance against these standards and identifying improvement and enhancement opportunities.
  - Ensuring the delivery of excellent customer service to students and other stakeholders.
  - Responsibility for the recruitment, selection, induction, and probationary review of the team member the post is accountable for.
Maintaining an up to date knowledge of Higher Education issues and developments, particularly relating to International Students (including EU/EEA/Swiss) and visa status requirements for study.

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 Student 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. This also applies to programmes with non-standard start dates (not September) and those with third party partners.

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 and Engagement Monitoring Team to ensure that the monitoring of students sponsored under the Student Visa route attendance is completed by Students and their Academic Departments and to investigate cases of non-engagement, including reporting students to the UKVI as appropriate.

Monitoring and reporting changes of circumstances of Student 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 Student Visa Sponsor 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 Admissions, Recruitment and 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 Student 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 which include Enrolment and College Examinations and are expected to work as a team.

All members of Student Administration are expected to assist with the College Graduation Ceremonies.

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 and Recruitment Teams
- Academic Departments – Administrative and Academic Staff

**External:**
- UK Visa and Immigration
- International Compliance Network
- UKCISA
- Validate
- International Study Centre – Study Group