

JOB DESCRIPTION AND PERSON SPECIFICATION



POST: Student Immigration & Compliance Administrator

DIVISION/DEPT: Division of Education / Registry

TYPE: Full-time

GRADE: PS Grade 3

RESPONSIBLE TO: Student Immigration & Compliance Manager

GENERAL INFORMATION

The London School of Hygiene & Tropical Medicine

The London School of Hygiene & Tropical Medicine (LSHTM) is renowned for its research, postgraduate studies and continuing education in public and global health.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

History

Founded in 1899 at the London Docks, LSHTM is now based in Bloomsbury, where it has two main sites at Keppel Street and Tavistock Place, and additional sites in The Gambia and Uganda. Today, our staff, students and alumni work in government, academia, international agencies and health services across the world.

Research

Research income has grown to more than £180 million per year from national and international funding sources including UK government and research councils, the European Union, the Wellcome Trust, Gates Foundation and other philanthropic sources.

Our diverse research talents, skills and experience underpin our position as a leader in public and global health. These range from the molecular to the global, the theoretical to the applied, the analytical to the political. Our staff are conducting research in more than 100 countries.

Staff community

We have 3,300 staff based all around the world with core hubs in London and at the MRC Units in The Gambia and Uganda, which joined LSHTM in February 2018. Our outstanding, diverse and committed staff make an impact where it is most needed - deploying research in real time in response to crises, developing innovative programmes for major health threats, or training the next generations of public and global health leaders and researchers.

Partnerships

Working in partnership is central to achieving our mission. Our strategic collaborations in the UK and across high-, middle- and low-income countries deliver health and socioeconomic benefits across the world, especially in the most disadvantaged communities.

LSHTM is also a member of the M8 Alliance of Academic Health Centers, Universities and National Academies, the Association of Schools of Public Health in the European Region, and the Consortium of Universities for Global Health.

Education

We deliver research-led educational programmes to future health leaders, managers and researchers across the world. We have more than 1,200 face-to-face Master's and Doctoral students, 3,000 studying by distance learning, and 1,000 each year on short courses and continuous professional development. Our free online courses are studied by more than 270,000 participants globally.

Excellence in research and education

We perform strongly in various global university league tables. In the ShanghaiRanking's Global Ranking of Academic Subjects 2020 we placed 3rd in public health (1st in the UK). In the 2020 CWTS Leiden Ranking LSHTM is ranked the UK's top university for the proportion of academic research with women listed as authors, and third in Europe for publishing open access research.

In the US News Best Global Universities Ranking 2021, we ranked 3rd in the world for public, environmental & occupational health, 4th in the world for infectious diseases, 11th in the world for social sciences & public health, and 12th best University in the UK overall. We ranked 27th for medicine in the 2019 QS World University Rankings.

In 2017, the inaugural Center for World University Rankings by Subject placed LSHTM first in the world for tropical medicine research, second for parasitology and seventh for infectious diseases, public, environment and occupational health, and social sciences and biomedical.

LSHTM was named University of the Year 2016 by Times Higher Education and awarded a Queen's Anniversary Prize for Higher and Further Education in 2017 in recognition of our response to the 2014 Ebola epidemic in West Africa. LSHTM does not appear in the Times Higher Education World University Rankings as universities are excluded if they do not teach undergraduates.

LSHTM is one of around 20 specialist institutions that receive institution specific funding from the Office for Students (OfS). This funding recognises the additional costs that LSHTM incurs because of its unique range of teaching, specialist facilities, and the scale of its contributions to national and international agencies.

The Division of Education

The Division of Education is led by the Secretary & Registrar and the Pro-Director (Education), responsible for leading the strategic development of the School's education provision and maintaining oversight of its operational delivery.

The Division manages and supports the School's education provision (taught programmes and research degrees) by bringing together staff from the School's academic faculties and professional support staff, to maximise the quality of learning and teaching provision and to enhance the student experience. The School comprises three academic faculties that are responsible for developing and delivering the academic programmes: Epidemiology and Population Health (EPH), Infectious and Tropical Diseases (ITD) and Public Health and Policy (PHP).

The School presents unrivalled opportunities for postgraduate study of the major disciplines related to public health and tropical medicine and seeks to offer challenge, choice and student-centred learning. In accordance with the School's mission, the postgraduate teaching programme aims to contribute to an improvement in the health of individuals and populations, and to the advancement of medical and health sciences, both in the UK and internationally. The School is one of the autonomous colleges that form the federal University of London. On successful completion of their studies, students gain a University of London degree.

The School currently offers a range of taught master's degree programmes (face-to-face and distance learning) and research degrees (MPhil, PhD & DrPH), many of which can be studied on a full-time or part-time basis. In addition, a short study programme provides intensive advanced learning through a range of shorter continuing professional development courses. There is increasing emphasis on diversifying the methods of delivery (distance, eLearning) and on allowing students to mix these modes ('blended' learning).

Registry

The School's Registry has responsibility for supporting London-based teaching and research training programmes by maintaining and advising on strategy, policies, procedures and regulations; processing applications and applicant visas, admissions and registering students; managing scholarships and tuition fees, supporting students during their study, and administering assessments.

Further details, including a full list of Registry staff and an organogram can be found on our website:

<https://www.lshtm.ac.uk/study/student-services/registry-services>

JOB DESCRIPTION

Job Purpose

The post holder will report to the Student Immigration & Compliance Manager and will be responsible for the delivery of a high quality, user-focussed student immigration and admissions service for the School.

The post holder will be responsible for applicant liaison and support for the administration of Confirmation of Acceptance of Studies (CAS) and Student visa applications as well as the School's academic engagement processes and further student immigration compliance processes.

1. STUDENT IMMIGRATION & COMPLIANCE

Under direct supervision of the Student Immigration & Compliance Manager, the post holder will provide support to the School's student immigration and compliance administration by:

- Assisting with the processing of Confirmation of Acceptance for Study (CAS) requests and Study Visa Letters,
- Handling enquiries from applicants and current students,
- Entering applicant and new student information into the student records system (SITS),
- Maintaining the Student Immigration and Compliance filing systems and documentation for visa sponsorship
- Maintaining academic engagement records; and
- Providing administrative support to the Student Immigration & Compliance Manager.

2. OTHER DUTIES

To provide general support to Student Immigration Team services by:

- Responding to emails in the general mailbox,
- Registering new students and checking their eligibility to register,
- Covering the duties of other staff in the Student Immigration team and during absences; and
- Any other duties as may be required by the Head of Registry / Student Services

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post, but may be altered at any time in the future, as duties and responsibilities change and/or develop, providing there is full consultation with the post holder.

The post holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Director of Professional Service.

The post holder will be responsible and accountable for ensuring all School policies, procedures, Regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review (appraisal) process.

ASYLUM AND IMMIGRATION STATEMENT

The School will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.

SALARY AND CONDITIONS OF APPOINTMENT

The post is full-time, 1.0 FTE and permanent.

The salary will be on the Professional Services salary scale Grade 3, in the range £26,974 - £30,453 per annum (inclusive of London Weighting). The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part-time staff. In addition to this there are discretionary "Wellbeing Days". Membership of the Pension Scheme is available. The post is based in London at the London School of Hygiene & Tropical Medicine.

Applications should be made on-line via our website at <http://jobs.lshtm.ac.uk>. Online applications will be accepted by the automated system until 10pm of the closing date. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk. Please quote reference **DOE-REG-2022-10**.

The supporting statement section should set out how your qualifications, experience and training meet **each** of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV" will not be considered acceptable.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

PERSON SPECIFICATION



This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

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Tested by* A = application; I = interview; T = test

| 1. Qualifications | Essential (E) Desirable (D) | Tested by* |
|---|--|-----------------------|
| 1.1 Hold an undergraduate degree, equivalent professional qualification or equivalent professional experience | E | A |

| 2. Knowledge and Experience | Essential (E)/ Desirable (D) | Tested by* |
|---|---|-----------------------|
| 2.1 Experience of working in higher education administration | D | A, I |
| 2.2 Experience of interpreting and implementing regulations, policies and procedures. | D | A, I |
| 2.3 Knowledge of relevant legislation (e.g. GDPR, Equality Act). | E | A |
| 2.4 Experience of using a large student records database | D | A, I |

| 3. Skills and Abilities | Essential (E)/ Desirable (D) | Tested by* |
|---|---|-----------------------|
| 3.1 Ability to prioritise own workload and work flexibly to meet conflicting deadlines, often under pressure. | E | A, I |
| 3.2 Ability to work as part of a team and independently. | E | A, I |
| 3.3 Proven ability to provide an effective level of customer service | E | A, I |
| 3.4 Very strong attention to detail and accuracy skills. | E | A, I, T |
| 3.5 Excellent verbal, written and presentation skills. | E | A, I, T |
| 3.6 Highly competent in a wide range of IT applications and software. | E | A, I |