The London School of Hygiene & Tropical Medicine

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate 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.

Founded in 1899, the School has expanded in recent years at its two main sites on Keppel Street and Tavistock Place. Our staff, students and alumni work in more than 150 countries in government, academia, international agencies and health services. Research income has grown to more than £110 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. The School’s multidisciplinary expertise includes clinicians, epidemiologists, statisticians, social scientists, molecular biologists and immunologists, and we work with partners worldwide to support the development of teaching and research capacity.

Our education provision has expanded to more than 1,000 London-based Master’s and Research students, 3,000 studying postgraduate courses by distance learning, and 1,000 each year on short courses and continuous professional development. Our free online courses (Moocs) are studied by more than 30,000 participants globally.

The School performs well in various global university league tables. In the US News Best Global Universities Ranking 2017, we are ranked sixth in the world (together with Oxford University) in the fields of social sciences and public health. In the 2016 CWTS Leiden Ranking, the School was ranked fifth in the world for research impact across all disciplines, based on the share of institutions’ outputs within the top 1% of papers by citation in all areas of science and independent of size of output.

The School was named University of the Year 2016 by Times Higher Education, in recognition of our response to the Ebola epidemic. The School is 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.
JOB DESCRIPTION AND PERSON SPECIFICATION

POST: STAFF IMMIGRATION & COMPLIANCE OFFICER

DIVISION/DEPT: Legal (Immigration Advisory Service)

TYPE: Permanent – Full-time

GRADE: PSP 5

RESPONSIBLE TO: Head of Legal

JOB PURPOSE

The School is seeking to recruit a full-time Staff Immigration & Compliance Officer. The post-holder will be responsible for coordinating, administering and promoting the School’s compliance with the Home Office Tier 2 and Tier 5 sponsor requirements as well as ensuring that registration, engagement and reporting policies and procedures are adhered to at all times, changes to staff circumstances are reported to the UKVI, and overseas staff records are accurately maintained. The post-holder will work in conjunction with Human Resources and will proactively review and update School policies, procedures and processes in order to ensure that the School is in full compliance with relevant Home Office legislation and guidelines. The post-holder will also work with the Student Immigration & Compliance Officer to support Tier 4 Visa sponsorship during peak periods. Together with the Student Immigration & Compliance Officer, the role-holder will form the School’s newly established Immigration Advisory Service.

The role holder will support the HR Department to develop and apply robust procedures to ensure full compliance with the School’s statutory responsibilities.

DUTIES & RESPONSIBILITIES

This job description summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility.

IMMIGRATION ADVICE AND ADMINISTRATION

To provide immigration advice and support to Faculties and Central Services departments as follows:

- Providing advice on complex immigration issues
- To apply for and issue new and extension Certificates of Sponsorship for Tiers 2 and 5, using the Sponsorship Management System, ensuring the School’s full compliance and adherence to the Sponsor Guidelines issued by the Home Office and associated legislation.
- Liaising with the Home Office, reporting any problems, delays or changes in a timely manner,
- To monitor the expiry dates of visas and to liaise with migrant workers, Faculties and Central Services, to ensure the worker has continuing permission to work in the UK.
- To conduct an annual audit of files and repeat checks of right to work documentation to ensure compliance with UKVI requirements.
- Monitoring and reporting of any Visa Refusals and UKVI monthly management information,
- Monitoring and tracking hours worked by Casual Student Workers on a Tier 4 visa, ensuring only allowed hours of work are adhered to,
- Supporting the Student Immigration Compliance Officer during peak periods of activity,
- Acting as a role model regarding ethical and exemplary behaviour and establishing a culture of team work and co-operation within the Immigration Advisory Service and wider School,
- Contributing to service performance improvement, offering solutions and taking a lead for identified areas where agreed,
- Contributing to the strategic planning of Staff Immigration & Compliance team projects, identifying potential impacts on other services, the wider organisation and resource requirements,
- Contributing to short, medium and long term service improvement plans, achieving quality outcomes; and
- Contributing to reviews and development of existing information management systems.
KEY WORKING RELATIONSHIPS

To establish and maintain key working relationships as follows:

- Establishing and proactively maintaining constructive relationships with a broad range of diverse internal and external stakeholders,
- Acting as the first point of contact for all staff enquiries on immigration and compliance,
- Liaise and advise departments on compliance expectations regarding attendance monitoring,
- Participating in relevant internal and external working groups/projects, services and initiatives to provide information and analytical advice and expertise,
- Presenting information and explaining highly complex issues, to a wide range of internal and external stakeholders,
- Providing and receiving complex, sensitive or contentious information where there may be barriers to communication or where negotiating/influencing skills are required to secure agreement or co-operation; and
- Providing timely and accurate information analysis and reporting in a suitable format for target audiences and in detailed reports to enable and enhance decision making at senior levels.

POLICY AND REGULATIONS

To ensure that policies and regulations are kept current and enforced as follows:

- Providing advice to the Head of Legal and Human Resources, to ensure that School policies and procedures adequately take into account Home Office requirements in relation to applicants and staff, and to provide an appropriate action plan where compliance gaps are identified,
- Leading on providing advice and recommendations to School staff on Home Office issues in relation to Tier 2 and Tier 5 and other staff immigration routes,
- Keeping up-to-date with developments and changes relating to Tier 2 and Tier 5 issues and to ensure that in conjunction with Human Resources, all School documentation is updated in a timely manner, including publications and website content,
- Proactively ensuring that all relevant staff are appropriately briefed regarding developments and changes to visa issues
- Working closely with colleagues responsible for maintaining the HR Information System (ResourceLink) and other related IT systems to ensure they underpin Home Office compliance procedures; and
- Assisting the Head of Legal with Home Office compliance audits, including regular internal ‘mock’ audits,

HOME OFFICE REPORTING

- Having level 1 user access (on the Home Office Sponsor Management System (SMS) to report significant changes to migrant activity via the SMS in accordance with UKVI guidelines.
- Using management information software to design and run a portfolio of regular reports in order to identify staff who need to be reported to the Home Office.
- Using standard regulations and set procedures to make decisions on which staff need to be reported to the Home Office and under which Home Office reporting category,
- Using the Home Office Sponsor Management System to report staff to the Home Office recording the appropriate data on ResourceLink and the staff file; and
- Dealing with all enquiries from the Home Office in a timely manner.

MANAGEMENT INFORMATION

- Using management Information software to design and run a portfolio of regular reports to provide data on applicant/staff data linked to the Home Office,
- To run regular reports from the HR system to help identify any areas/cases of non-compliance.
- Proactively suggesting methods of addressing and minimising risk; and
- Being responsible for running other reports as requested by the senior management, Human Resources and the wider School.
LIAISON WITH APPLICANTS

- Communicating with applicants so that they apply for the correct visa for their work,
- Communicating with applicants to ensure that they provide the appropriate and correct information in support of their visa applications,
- Using ResourceLink and SMS to issue CoS's to both new staff and when required ensuring full compliance with Home Office policies,
- Advising staff on the issuance of CoS's to continuing staff for visa extensions,
- Ensuring that accurate and up-to-date audit trails for all CoS applications are maintained; and
- Ensuring copies of all relevant documents are retained at the start of employment (and at other points) and carry out regular checks to verify that required documents are being retained correctly.

INFORMATION, ADVICE AND TRAINING

- Advising academic and administrative staff on Immigration and School procedures for international applicants and staff, coordinating developments as appropriate
- To act as a key contact for any migrant workers at the School, providing support and advice to non-European Economic Area (EEA) staff on the full range of immigration matters, including applications for Settlement; to include providing advice and guidance on how to complete the appropriate Home Office forms.
- To act as the main point of contact for HR colleagues with regards to immigration-related questions and case management, referring to the HR Partner team where required.
- Where necessary, escalate case related queries and questions to the Home Office or the School’s nominated immigration solicitors.
- Providing initial and follow-up training for staff and identifying ongoing training needs; and
- Attending Universities & Colleges Employers Association (UCEA) and other Home Office-related training events and conferences as appropriate.

GENERIC DUTIES AND RESPONSIBILITIES OF ALL LSHTM EMPLOYEES

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, HR or the Chief Operating Officer.

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

POST: STAFF IMMIGRATION & COMPLIANCE OFFICER

DIVISION/DEPT: Legal

QUALIFICATIONS

<table>
<thead>
<tr>
<th>No</th>
<th>Evidenced achievements:</th>
<th>Essential/Desirable</th>
<th>Tested by*</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hold an undergraduate honours degree or equivalent professional experience</td>
<td>Essential</td>
<td>A</td>
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</table>

EXPERIENCE & KNOWLEDGE

<table>
<thead>
<tr>
<th>No</th>
<th>Type of background and experience required for this job:</th>
<th>Essential/Desirable</th>
<th>Tested by*</th>
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</thead>
<tbody>
<tr>
<td>2</td>
<td>Significant and recent experience of working in higher education administration, including HR, legal and immigration-related positions</td>
<td>Essential</td>
<td>A, I</td>
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<tr>
<td>3</td>
<td>Knowledge of UKVI admissions policy and procedures</td>
<td>Desirable</td>
<td>A, I</td>
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<tr>
<td>4</td>
<td>Experience of understanding and interpreting external regulations and being able to make recommendations to accommodate policy changes</td>
<td>Essential</td>
<td>A, I</td>
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<tr>
<td>5</td>
<td>Experience of using expertise to identify and develop new process improvements</td>
<td>Essential</td>
<td>A, I</td>
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<tr>
<td>6</td>
<td>Excellent knowledge of issues related to Points Based Immigration</td>
<td>Essential</td>
<td>A, I</td>
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<tr>
<td>7</td>
<td>Familiarity with the HRIS system (or similar), including analysis of data and reporting functions</td>
<td>Essential</td>
<td>A, I</td>
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<tr>
<td>8</td>
<td>Experience of leading training sessions</td>
<td>Desirable</td>
<td>A, I</td>
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<tr>
<td>9</td>
<td>Good working knowledge of relevant legislation</td>
<td>Essential</td>
<td>A, I</td>
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SKILLS & ABILITIES

<table>
<thead>
<tr>
<th>No</th>
<th>Skills and abilities required for effective performance including:</th>
<th>Essential/Desirable</th>
<th>Tested by*</th>
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<tbody>
<tr>
<td>10</td>
<td>Highly developed interpersonal skills, including the ability to provide guidance on regulatory and compliance issues and the interpretation of regulations.</td>
<td>Essential</td>
<td>A, I</td>
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<tr>
<td>11</td>
<td>Ability to work with a sense of urgency, detail oriented and aptitude to follow through</td>
<td>Essential</td>
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<td>12</td>
<td>Ability to establish strong working relationships with a wide range of people across different institutional cultures</td>
<td>Essential</td>
<td>A, I</td>
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<td>13</td>
<td>Strong team leadership and management ability, including effective team working skills.</td>
<td>Essential</td>
<td>A, I</td>
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<tr>
<td>14</td>
<td>Highly developed organisational skills, with the ability to establish priorities and work to deadlines</td>
<td>Essential</td>
<td>A, I</td>
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<tr>
<td>15</td>
<td>Proven ability to provide a high standard of customer service</td>
<td>Essential</td>
<td>A, I</td>
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<td>16</td>
<td>A commitment to high standards and excellent attention to detail.</td>
<td>Essential</td>
<td>A, I</td>
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<tr>
<td>17</td>
<td>Excellent verbal and written communication skills, including a high standard of written English.</td>
<td>Essential</td>
<td>A, I</td>
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<td>18</td>
<td>An ability to work with tact and diplomacy and remain calm under pressure.</td>
<td>Essential</td>
<td>A, I</td>
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<tr>
<td>19</td>
<td>An excellent level of IT literacy, proficient in Microsoft Office and the use of complex databases.</td>
<td>Essential</td>
<td>A, I</td>
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* A = application; I = interview
Date compiled – August 2017
ASYLUM AND IMMIGRATION STATEMENT

The School will comply with the Immigration, Asylum and Nationality Act 2006, 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 bring their passport (and visa if applicable) to interview so that it can be copied and verified.

This role does not meet the minimum requirements set by UK Visas and Immigration to enable sponsorship of migrant workers. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.

Further information about Certificate of Sponsorship and eligibility to work in the UK, can be found at: www.ukba.homeoffice.gov.uk/employers/points