

UCL CAJ Student Immigration Advice Assistant Role Description

Title	Advice Assistant
Department	SRS
Reports to	Student Immigration Advice
Rate of pay	£11.72 per hour

Purpose of the job

To check Student Visa applications and provide high quality administrative support to the Immigration Advice Team.

Duties and Responsibilities

People

- To respond to enquiries from students and colleagues in a friendly, effective and efficient manner.
- To provide accurate information to students.
- To work with students in line with the agreed Advice Service policies and procedures that maintain an independent, non-judgmental, confidential free service.
- To work with other members of the team to ensure that an advice and information service is provided that meets the needs of UCL students.

Finance & Resources

- To ensure that data relating to UCL students is inputted onto the Advice Database and records of students are kept.
- To store, and destroy both soft and hard copies of records in accordance with UCL's data protection policy and as required by the Immigration Advice Manager.

Communication

- To record case notes on the case management system accurately and within agreed timescales
- To record all enquiries on the case management system accurately and statistical database.

Specific duties

- To maintain knowledge of relevant immigration legislation and good practice.
- To ensure accurate information is provided to students.
- To check Student Visa applications and documents on a day to day basis and ensure they are ready to be sent to the Home Office
- Make relevant referrals to the Immigration Advice Manager and other team members as appropriate.
- Actively follow and promote UCL and policies including Equal Opportunities.

Other duties

- To be a positive representative of UCL.
- To assist with other enrolment duties and tasks as and when required
- Maintain an awareness and observation of fire and health and safety regulations.
- Commit to reducing UCL's environmental impact and promote environmental and ethical good practice in line with UCLU policy.
- To undertake such other duties within the general framework of the post as may from time to time be required.
- To undertake all duties in line with UCL policy.

This job description reflects the present requirements of the post and as duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder.

Person Specification

Essential

- Experience of providing administrative support to others
- Excellent written communications skills
- Excellent verbal communication skills
- Excellent IT skills
- Experience of processing and recording data
- Ability to pay attention to detail
- Ability to work as part of a team
- Ability to manage own workload day to day
- High standards of numeracy and literacy
- General knowledge of and/or the ability to acquire knowledge and understanding of UK immigration legislation and Student Visa Policies

May 2022