

Student Visa Compliance Officer

We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.



For further information about Norwich University of the Arts and our community please visit norwichuni.ac.uk

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.

In choosing to work at Norwich University of the Arts, you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional Creative Arts Education, Research and Knowledge Exchange. You will work in a stimulating and critically engaged workplace, where the creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. We have been awarded Gold in the Teaching Excellence Framework (TEF) with the highest possible rating. We are the only creative arts and design university with a triple gold TEF rating.

We are in the Top 10 for Teaching Quality in the 2022 Sunday Times Good University Guide. We are the highest climber in the Complete University Guide 2023 – the highest-ranked specialist creative arts university outside London and were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer from pre-enrolment to post-graduation.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city.

Our 21st century teaching spaces and workshops are housed in renovated buildings with Medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

In support of its new Strategy, the University has recently acquired a new building in the heart of Norwich. Bank Plain, a former bank, is an additional 37,000 sq. ft of space and an ambitious commitment to being a high profile, civic university championing the creative arts.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative 'gamification' of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries.

There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

*Professor Simon Ofield-Kerr, Vice-Chancellor,
Norwich University of the Arts*

Committed to

EQUALITY DIVERSITY

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change. As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.

Situated in the historic city centre of Norwich, with an impressive estate that encompasses both historic buildings and brand-new state of the art facilities, the University is a vibrant community that forms the beating heart of the city and region's arts and cultural worlds.

We are looking for an enthusiastic and proactive Student Visa Compliance Officer to join our newly formed Future Students Office. This is an exciting time to join the University and contribute to our strategy as we look to increase our international student intake.

The Future Students Office integrates our home and international recruitment and admissions services to provide a seamless experience for all applicants.

As a key member of a small and supportive team, you will provide expert advice and guidance to applicants, students and staff on all aspects of Student Route visa requirements – from admission through to graduation.

You will play a vital role in proactively monitoring student engagement and attendance, meeting with those at risk of non-compliance and ensuring the University meets its obligations as a UKVI sponsor.

To succeed in this role, you'll need excellent communication and interpersonal skills, along with strong organisational abilities. Confidence in maintaining accurate records and producing reports is essential for ensuring ongoing compliance with UKVI sponsor guidance.

Experience of the visa administration process is essential for this role, in addition to an ongoing commitment to supporting our International students.



Student Visa Compliance Officer

37 Hours per week for 52 weeks per year, full-time

Salary: £32,546 - £37,174 per annum

Closing date for applications:
3rd June 2025 11.59pm

Interview date: 16th June 2025





Job Description

Student Visa Compliance Officer

Reporting to: Admissions Manager

Job Purpose

To ensure the University's compliance with the UK Visas and Immigration (UKVI) service as a student sponsor with a good track record. The role holder will work as part of the Future Students Office to provide advice and guidance on all aspects of applicant and student visa administration including admissions, progression and graduation.



Duties and Responsibilities

- Provide a high-quality customer focussed service to applicants, students and staff, ensuring that enquiries are responded to accurately and in a timely manner.
- Process and assign Confirmation of Acceptance to Study (CAS) accurately and in a timely manner through the UKVI SMS system.
- Maintain accurate and complete student records in relation to UKVI visa compliance, ensuring that our documentation meets the requirements of the UKVI Sponsor Guidance.
- Ensure that all status changes associated with withdrawal, intermission, non-enrolment, course transfers and course completions are reported via the UKVI SMS system within the statutory timeframe outlined in the UKVI Sponsor Guidance.
- Support the International team with compliance with FedAid processes, processing funding, accurate record keeping and undertaking due diligence, as required
- Monitor student attendance and engagement, meet with students at risk of non-compliance, and escalate any concerns.
- Work collaboratively with colleagues within the Future Students Office on activities related to UK and International student recruitment, conversion and admissions as required. This will require occasional and limited evening and weekend working to support University Open Days and other events.
- Work with other University departments on activities designed to orientate new international students and welcome them to the University community.
- Work with other University departments to ensure that our obligations and responsibilities are understood by all staff engaging in supporting students on Student Visas.
- Facilitate internal and external audits by providing regular reports and updates on key performance indicators, and carrying out ongoing checks on student files and records to ensure compliance with UKVI Sponsor Guidance.
- Maintain an up-to-date and in-depth knowledge of UKVI Sponsor Guidance, ensuring that changes are disseminated to colleagues and the implications for University policies and procedures fully understood.
- Develop and maintain up-to-date and easy to understand guidance for students and staff on UKVI requirements and University policy and regulations as they relate to international students.
- Participate in cross-institutional activities, such as enrolment and graduation as required.

Person Specification

Essential

- Educated to degree level or equivalent.
- Experience of working successfully in a busy, customer-facing, administrative team in an educational or similar environment.
- Experience of UKVI Student Visa policy and administration.
- Ability to assimilate complex information and communicate this clearly to a diverse audience, using a range of methods.
- Excellent IT skills (preferably knowledge of Microsoft365), with experience of maintaining and manipulating data with a high degree of accuracy using corporate database systems.
- Well organised, and able to work to multiple and conflicting deadlines, while maintaining a high level of accuracy and attention to detail.
- Ability to work calmly and appropriately with people when dealing with confidential or sensitive matters.
- Ability to make independent decisions within the confines of role responsibilities, but also have the flexibility to work as part of a team.
- Able and willing to work occasional and limited evenings and weekends to support University Open Days and other events.
- Understanding of some of the challenges International students may face, such as visa regulations and adapting to life and study in the UK

Desirable

- Good understanding of the characteristics and qualities that prospects / applicants / students / alumni want from a university.



Further Information

Equality, Diversity and Inclusion

It is important that our University community supports our policy on equality, diversity and inclusion and that each of us reflects this in the way that we work.

Health and Safety

We are all responsible for helping to make the University a safe and healthy place to work and study, ensuring that we are compliant with our Health and Safety Policy.

Policies and Procedures

We should keep up to date with the University's policies and processes which are usually available on our intranet, reflecting these in the way that we work.

Staff Development

Our performance and development activities include appraisal and development reviews, participation in learning and development, and a personal responsibility to maintain our own subject knowledge.

Confidentiality

We must maintain appropriate confidentiality in relation to our work and that of the University.

Variation to Job Description

We may vary your duties and responsibilities outlined in the job description to reflect the changing needs of the University.



General Information

Terms and Conditions of Appointment

On appointment, you will receive a full statement of terms and conditions for your role.

Duties

Your duties and responsibilities are outlined in the job description

Starting Date

This post is offered on an indefinite basis from July 2025

Hours of Work

The standard hours of work are 37 hours per week.

Salary

This post is on an incremental salary scale. The salary for this post is Grade 6, which is from £32,546 - £37,174 per annum

Annual Leave

Your annual holiday entitlement will be 26 days rising to 28 days after 3 years' service and 30 days after 5 years' service, plus 8 statutory days (pro rata). In addition, the University may grant 4 or 5 concessionary days leave per year when the University is closed.

Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a "Career Average" salary basis to which the University currently contributes an additional 24.4%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

Interview Expenses

Reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University's Candidate Interview Expenses Guidelines which are available on request.

Offers of Employment

All provisional offers of employment are subject to evidence of eligibility to work in the UK, verification of qualifications, satisfactory references and medical assessment process.

If you are unsure of your right to work in the UK you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas. Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants will be eligible for sponsorship under the Skilled Worker visa route

Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.



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OF THE ARTS

Amma Asante, Chancellor

Application and Recruitment Process

Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

The Job Description provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.

The Person Specification sets out the experience, skills, abilities and characteristics to perform the duties in the job description.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

Application Form

We ask that applicants complete the application form in full and as clearly as possible.

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

Equal Opportunities Monitoring

As part of our commitment to equality, diversity and inclusion, we monitor the diversity of our workforce and applicants to help us review the effectiveness of our policies and procedures.

To help us with this, we ask that you complete the Equal Opportunities Monitoring section of the application form.

Submission of Application Form

Please submit your completed application form to jobs@norwichuni.ac.uk quoting reference A1125 in the subject line.

Please note that we can only accept application forms in either PDF or DOC format.

The closing date for this vacancy is:
3rd June 2025 11.59pm

We regret we are unable to accept late applications.

Interview Arrangements

Interviews will normally be held on campus.

We will be in touch to let you know if you are shortlisted for interview.

The date of the interview will be:
16th June 2025

Due to the high volume of applications we receive we are unable to provide you with feedback.

If you are shortlisted, we will ask you to provide us with evidence of your eligibility to work in the UK.



Adam Billings

We would like to take this opportunity to thank you for your interest in this position and wish you success with your application. If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing jobs@norwichuni.ac.uk



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