

## International Support Officer – Attendance Monitoring



### Role Description

#### GRADE

Grade 4

#### LOCATION

Sighthill, Edinburgh

#### LINE MANAGER

Head of Visa and  
International Support

#### Role Summary

The Visa & International Support team is based within the International Operations and Student Recruitment professional services directorate. The directorate supports the delivery of the wider University and Internationalisation Strategies delivering effective and responsive recruitment, admission and administration services to support the student journey both in Edinburgh and in conjunction with our partners around the world.

The Visa & International Support team is responsible for providing high quality immigration advice services to applicants, current students, graduates and their dependants, in accordance with the Office of the Immigration Services Commissioner (OISC). The team also co-ordinates the University airport welcome service and induction events for international students, the Friendship Programme and liaises with other University departments on other student-facing events. The team are responsible for ensuring compliance with the immigration rules within which the University operates. This includes ensuring that students sponsored by the University are both aware and are following the relevant rules which apply to them.

This post will play a pivotal role in undertaking processes related to the attendance monitoring of students under the Student Visa route. In doing so they will work closely with colleagues in the University's Academic Schools

as well as interact with students on a daily basis. They will in conjunction with the Head of Visa & International Support, ensure the University is in compliance with the rules applicable to the Student Visa route and ensure that audit trails will allow for successful UKVI audit outcomes.

**Line Management Responsibility for:**

This role does not have any line management responsibilities currently.

## Main Duties and Responsibilities

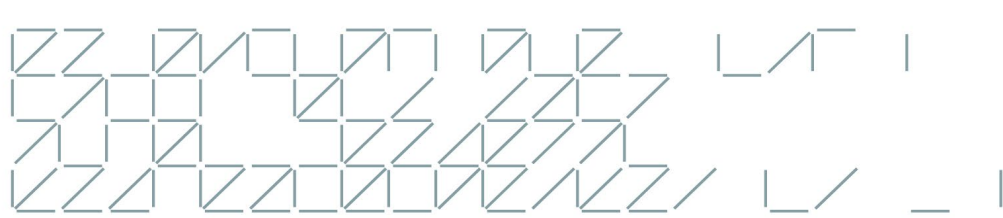
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- To support the Head of Visa and International Support in ensuring compliance with the student attendance monitoring process and procedures.
- To liaise with the relevant School and Academic staff to ensure complete student attendance records are collated in a timely manner.
- To assist in the input and maintenance of student attendance data.
- To provide guidance to staff and students regarding the University attendance monitoring requirements.
- To build reports on attendance data using student database systems and Microsoft Excel functions to analyse the data.
- To produce and monitor regular reports on attendance records from the student records system for all taught University programmes.
- Identify and escalate cases that are in breach of the University attendance monitoring policy for Visa sponsored students and report these to the Head of Visa and International Support.
- To work closely with UK Visas and Immigration and University colleagues to ensure Student Visa audit outcomes in relation to attendance monitoring are addressed and satisfy Student Visa compliance regulations
- To be responsible for applying agreed follow-on actions based on attendance data in accordance with University processes and procedures.
- To ensure co-ordination between the Visa and International Support, Student Administration and School teams in respect of students withdrawn or suspended for poor attendance.
- To contribute to the development of new or enhanced attendance monitoring systems.
- To use initiative to understand situations, to identify strengths and weaknesses and to encourage improvements.
- To utilise standard work procedures as the basis of delivering high levels of service.
- To utilise KPIs to measure performance and help drive improvements.
- To undertake training and staff development as appropriate to the grade and nature of the post.
- Role model the University's values & behaviours;

- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with all applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).

## PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
<b>Education / Qualifications</b>		
• HNC or Degree (or equivalent work experience)	✓	
• Postgraduate or professional qualification		✓
<b>Skills / Experience</b>		
• Experience of working within a role which requires an understanding of UKVI Student Visa immigration policy and procedures and their impact on higher education in the UK.	✓	
• Demonstrable experience of developing and implementing policies and processes.	✓	
• Experience of assessing risk associated with policy requirements.	✓	
• Experience of writing guidance and procedural documentation.	✓	
• Experience of working collaboratively with academic staff.	✓	
• Proven experience of leading and motivating others.		✓
• Project management and business analysis experience.		✓
• Working knowledge of UK Immigration Regulations at OISC Level 2 standard.		✓
• Strong evidence of excellent attention to detail.	✓	
• Ability to work effectively with diverse internal and external groups.	✓	
• Have an understanding of the needs and issues impacting international students, including an awareness of cultural differences .	✓	
• Ability to hold challenging conversations with sensitivity and empathy.	✓	



• Excellent interpersonal, communication and organisational skills.	✓
• Ability to manage change and respond positively to new challenges.	✓
• Creative and innovative approach to strategic thinking and problem solving.	✓
• Strong organisational and project management abilities.	✓
• Ability to prioritise competing demands and meet deadlines.	✓
• Ability to work effectively as part of a management team.	✓
• Commitment to high service standards and customer focus.	✓
• Commitment to upholding University values and behaviours.	✓
• Willingness to work flexible hours including occasional evening and weekend work.	✓