

Immigration Advice Manager

Department:	Immigration Advisory Service, Student and Academic Services Directorate
Grade/ Salary:	Grade 8 - £51,563 - £58,984
Contract Type:	Permanent
Hours:	35 per week (Full time)
Location:	New Cross, London/Hybrid

Closing date for applications: 27th March 2025

Interviews: 3rd April 2025

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for disabled applicants. Please contact hr-recruitment@gold.ac.uk to make your request.



Immigration Advisory Service

The Immigration Advisory Service (IAS) is a central team dedicated to the provision of critical immigration advice to all staff and students at Goldsmiths. In a climate where immigration requirements are constantly changing and ever complex, the post holder will play an integral role in ensuring that Goldsmiths can maintain its visa sponsor licenses, and that the IAS can positively contribute towards the enhancement of the staff and student experience. The post will form part of the Immigration Advisory Service which comprises of the Head of Immigration Advisory Service and Immigration Compliance, Immigration Advice Manager (this post), Immigration Advisors x 3, Immigration Support Officer and an Immigration Compliance Officer.

For further information see <http://www.gold.ac.uk/immigration/>

Job Description

Reporting to: Head of Immigration Advice Services and Immigration Compliance

Reports: Immigration Advisors x 3

Summary:

To assist the Head of Immigration Advisory Service and Immigration Compliance with the day-to-day requirements associated with Goldsmiths' Student, Skilled Worker and Temporary Worker sponsor licences.

Forming part of the management structure within the IAS, the role holder shall lead on all matters relating to the provision of immigration advice across all immigration categories and will be responsible for the development of advisors within the IAS. They shall manage the IAS's compliance with the IAA framework and code of standards, in addition to enhancing processes and practices as they relate to the provision of immigration advice.

The post holder will also be required to provide immigration advice to new and existing students, and to facilitate the delivery and development of effective immigration

advisory services to new and current staff, whilst managing the work of immigration advisors and support staff within the team on a day-to-day basis.

This role will involve a combination of advice provision and sponsorship support. The overall purpose is to ensure the institution can continue to recruit international students and staff and to provide exceptional support to all stakeholders.

The post holder will have oversight of the advice service on a day-to-day basis, line managing team members in their provision of immigration advice whilst supporting the work of the Head of Immigration Advisory Service and Immigration Compliance in relation to visa sponsorship and UKVI compliance.

Main duties:

- To lead the delivery of several risk management and student support projects including visa eligibility checks for students and staff and visa extension routes
- To manage immigration advisors and support staff across the team, supervising their work, monitoring their performance, motivating them and always facilitating their professional development with reference to the IAA requirements
- To lead on the assessment of supporting documents (predominantly financial) to ensure that Student visa applicants can make valid visa applications
- To deliver training to key stakeholders in relation to the provision of immigration advice and to lead in the development of student and staff visa application workshops across all sponsored visa categories
- To lead the IAS's immigration advice provision up to Level 2 of the IAA framework regarding sponsored visa categories including Student, Skilled Worker, and Temporary Worker
- To manage the production and development of publications, visa advisory materials, including visa guides, immigration webpages and the staff intranet
- To work in collaboration with Head of Immigration Advisory Service and Immigration Compliance with regards to the strategic planning of the IAS
- To devise and lead effective case working procedures across the immigration advisory service
- To lead on the development of processes and operations as they pertain to the delivery of immigration advice

- To be responsible, in collaboration with the Head of Immigration Advisory Service and Immigration Compliance, for providing supervisory support across the whole of the IAS, monitoring overall service performance and ensuring consistently high standards across the team at all times
- Pro-actively enhance the immigration advisory service by managing processes and implementing procedures to facilitate the day to day activities of the team especially in relation to the provision of immigration advice
- To independently assess and assign Confirmation of Acceptance of Studies Statements (CAS) and Certificates of Sponsorship (CoS) in accordance with applicable legal requirements and support team members in the same endeavours
- To assist in pro-actively managing institutional Basic Compliance Metrics in collaboration with the rest of the Immigration Advisory Service, contributing towards the production of management information when required
- To lead key projects in relation to UK Visas & Immigration Audits
- To pro-actively contribute towards relevant project and working groups (relating to matters affecting the international student and/or staff experience)
- To support and promote the work of Immigration Advisory Service by contributing to the provision of immigration advice and guidance to a variety of stakeholders across the institution
- To act as a main point of contact for all visa advice matters across the College and externally
- To deputise for the Head of Immigration Advisory Service and Immigration Compliance when required
- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form **C = Certificate**
I = Interview **R = Reference**
T = Test **P = Presentation**

	Category
Essential Criteria 1 - Qualifications	
Degree or equivalent qualification	A, C, I
Desirable Criteria 1 - Qualifications	
Postgraduate qualification in Law or related subject	A, C, I
Essential Criteria 2 - Experience	
24 months experience of providing immigration advice at IAA Level 1 in relation to the Tier 4/Student visa route, Skilled Worker Route and Temporary Worker visa routes	A, I, T, P
Experience of maintaining effective casework records in accordance with the IAA principles	A, I
Experience of analysing, interpreting and applying the Immigration Rules, Sponsor, Policy Guidance and Modernised Caseworker Guidance documents	A, I, T
Experience of working in a HEI or similar	A, I
Experience of processing CAS and CoS statements- including conducting full legal assessments	A, I, T

Experience of providing immigration advice to international stakeholders through a variety of mediums including email, MS Teams and in person	A, I, T
Experience of maintaining exceptional service delivery under pressure	A, I, T
Desirable Criteria 2 - Experience	
Experience of providing immigration advice for Family, Global Talent and Indefinite Leave to Remain visa routes at IAA Level 1	A, I
Experience of providing immigration advice at IAA level 2	A, I
Experience of providing advice to a variety of stakeholders regarding institutional sponsorship obligations under Tier 4/Student visa route, Skilled Worker Route and Temporary Worker visa routes	A, I
Experience of using Student Record Systems, preferably Unit-E	A, I
Essential Criteria 3 – Knowledge	
Thorough working knowledge of the Tier 4/Student visa route and Skilled Worker Route visa requirements	A, I, T
Understanding of the sponsorship system, legal requirements and the importance of maintaining the institution’s sponsor licences (across all tiers)	A, I, T
Understanding of the importance of international staff and students within the HEI sector	A, I
Knowledge of other Points Based Visas and Visitor routes	A, I
Understanding of the sensitivity surrounding visas and sponsorship	A, I
Desirable Criteria 3 - Knowledge	
Knowledge of Temporary Worker visa requirements	A, I
Essential Criteria 4 - Skills	
Excellent communication skills (including written, orally and presentational), including the ability to convey complex legal information to a variety of stakeholders	A, I, T, P
Demonstrable organisational and time management skills	A, I
Analytical and pragmatic approach to problem solving	A, I, T
Ability to always deliver excellent customer service	A, I
Ability to work independently when required	A, I
Ability to multitask	A, I
Excellent IT skills, including a comprehensive understanding of Microsoft Office (predominantly Excel, Outlook, Teams and Word)	A, I
Essential Criteria 5 - Additional Attributes	

Flexible, able to work in a changing environment	A, I
Solution focussed	A, I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

For more information about the role, please contact Justin Talbot, j.talbot@gold.ac.uk.

March 2025

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent 28 day annual leave entitlement plus additional 6 closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir

- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.