

Job Title:	Immigration Compliance Officer
Reports to:	Head of Immigration Compliance Services
Location:	CEG Head Office in Cambridge
Mobility:	Occasional travel to centres/colleges within the UK may be required

The Company

Cambridge Education Group (CEG) is one of the world's leading providers of pre-university academic, creative and English language courses. We provide pre-university programmes including A Level, International Baccalaureate and University Foundation, as well as English Language study, to the growing market of international students seeking to enter the world's leading universities.

The Group operates under four different brands: CATS College – high schools in Cambridge, Canterbury, London, and Boston, USA; Cambridge School of Visual & Performing Arts (CSVPA) – Art & Design, Drama and Music courses in Cambridge, UK; **ONCAMPUS** – teaching foundation courses to university degrees on campuses in the UK, USA and mainland Europe; and Stafford House – year-round English Language schools in Brighton, Cambridge, Canterbury and London, and Study Holiday centres across the UK and the USA for juniors.

Whatever students aspire to, whichever college, school or centre they choose, Cambridge Education Group promises excellent teaching, premium facilities and the personal service our students demand.

Cambridge Education Group aims to be the undisputed customer service leader in the international education sector and to be recognised as such by its agents, partners and their clients, by the universities it works with and by its competitors. The objective is simple: to deliver exceptionally high standards of service in every single customer interaction and to ensure that our 'CARE' principles are clearly understood and are effectively applied across the whole organisation in all teams and at all levels of responsibility.

CEG is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The Company also expects all staff and volunteers to share the Company's commitment to Equal Opportunities within the workplace.

Job Overview

Based at the CEG Head Office in Cambridge, this role will form part of a cross-CEG team of UKVI compliance expertise, but with specific responsibility for new applications across CEG's academic centres including CATS, CSVPA and ONCAMPUS. The post-holder will be working closely with the Central Admissions Team and Global Sales Team, providing guidance on visa rules and vetting applications to ensure high standards of immigration compliance throughout the application process. In order to achieve this goal, the post-holder will provide regular trainings and updates to internal and external stakeholders as well as working collaboratively with stakeholders across CEG's central functions to raise the profile of immigration compliance. Strong commitment in providing accurate advice and excellent customer service is key to this role.

Job Description

The following section outlines a more detailed, but not exhaustive, description of the duties pertinent to this post.

Key Responsibilities

- To work closely with Central Admissions team and Global Sales Team by advising on and vetting student's application documents such as bank statements, birth certificates and TB certificates to ensure students successfully obtain their visa by following the correct procedures and processes stipulated by the UKVI.
- To assess applications via the compliance borderline and interview processes by liaising with colleagues of sales team, Central Admissions team and Centre teams.
- To design, implement and review processes with stakeholders in central functions to ensure applications are processed efficiently as well as meeting UK immigration compliance requirements.
- To input to the rollout of CEG's new CRM system including system specification, process design and training other users.
- To provide regular trainings and updates to Central Admissions team, Global Sales team and CEG's educational agencies via webinars, written communications as well as in person trainings.
- To screen applicants with an aim to drive down visa refusal rate by conducting compliance interviews
- To help students prepare for visa interview where necessary to ensure they understand the importance of interview preparation as well as familiarise themselves with the format of such process.
- To assist student applicants in submission of their visa applications with an aim to ensure 100% success by thoroughly vetting their supporting documentations.
- To liaise with Inside Sales team and CEG's appointed immigration law firm in vetting and processing direct applications.
- To provide reports and analysis on visa refusal rate, pattern and areas of further improvement.
- To promote best practice amongst agents relating to visa application.
- Any other duties required as part of the Immigration Compliance Team objectives in safeguarding CEG's Tier 4 sponsor licences and improve our immigration compliance performance.

Person Specification

- Educated to degree level, the position of Immigration Compliance Officer requires a positive attitude to assist central admissions team and sales team to navigate the complex, challenging and constantly changing immigration compliance environment.
- Evidence of technical understanding of similar legal environments and experience of the UK Tier 4 student visa system would be a significant advantage.
- Methodical with great attention to detail whilst being able to work towards tight deadlines and under great pressure
- Proven record of providing excellent level of customer care
- To work with high level of autonomy as well as a team member
- Able to deal with stakeholders of all levels from students to agents and from colleagues within CEG as well as those from partner universities
- The post-holder must be a confident user of Microsoft Excel and student data systems (training for CEG's student data system will be provided)
- The balance of strong immigration compliance with excellent customer service has been a key feature of CEG's success to date and any applicant would need to contribute to this
- Experience of dealing with students/agents of similar level (desirable)
- OISC qualified (desirable)
- Successful applicants will be subject to an enhanced DBS check.

We strive to be an equal opportunities employer and welcome applicants from all sections of the community.

Customer First – It is ESSENTIAL all candidates meet the CEG Customer First CARE Principles:-

Commit

- Goes the extra mile
- Follows-up & follows through

Act

- Takes ownership
- Looks for a solution

Respond

- Addresses issues positively
- Communicates proactively

Empathise

- Is an active listener
- Is respectful and values our customers