

PERSON SPECIFICATION: Immigration Administrator

INFORMATION FOR APPLICANTS: Below are the skills, knowledge, and competencies we need for this role, categorised as either essential or desirable. The final column shows where the hiring team will look for your examples to demonstrate that you're a suitable fit for this position. Further advice and guidance is available here: <https://www.lancaster.ac.uk/jobs/how-to-apply/>

Skills, knowledge and competencies needed for this role	Essential or Desirable #	Your examples will help us understand if you are right for the role
Understanding complex information and following processes		
• Able to understand and apply new and complex information. • Able to follow detailed procedures and guidance and meet deadlines. • Takes pride in producing accurate work and understands the importance of attention to detail, particularly when handling sensitive or important information. Recognises the potential impact that errors or omissions can have on individuals and the University. <i>Tell us about a time when you had to understand new or complex information and follow a process or set of instructions. How did you make sure you understood what was required, meet any deadlines, and ensure your work was accurate?</i>	Essential	Supporting statement
Managing workload and competing priorities		
Ability to organise and manage tasks, competing priorities and deadlines, maintaining accurate information and adapting when priorities change. <i>Tell us about a time when you had several tasks or competing priorities to manage at the same time. How did you organise your workload, keep track of what needed to be done, and ensure that deadlines and accuracy were maintained when priorities changed?</i>	Essential	Supporting statement
Communication, liaison and service delivery		
Ability to communicate clearly and accurately, both verbally and in writing, and provide a helpful and professional service to a range of people. <i>Tell us about a time when you had to explain detailed or complex information or help someone understand what they needed to do. How did you adapt your communication to make sure the information was clear, helpful and appropriate for the person?</i>	Essential	Supporting statement
Initiative and problem solving		

• Able to identify when information is missing or something does not appear correct, seek clarification where required, know when to ask for support or escalate an issue. • Shows an interest in improving ways of working.	Essential	Covering letter and interview
IT, information management and accuracy		
Confident using Microsoft Office and able to learn new systems, manage information and maintain accurate records.	Essential	Covering letter
Immigration and sponsorship knowledge		
• An interest in developing knowledge of immigration routes and legislation and global mobility. • Existing knowledge or relevant experience would be helpful but is not required.	Desirable	CV and covering letter
Global Mobility and International HR		
An interest in wider global mobility activities, such as overseas visa applications, international assignments, international payroll or tax, medical insurance or working with overseas partner organisations.	Essential	CV and covering letter

Essential - if you do not effectively demonstrate you have this skill, knowledge or competency we will not be able to shortlist you. Please give enough detail to help us understand your experience.

- **Application Form and uploaded CV and covering letter** – assessed against the first page of the Application Form and your uploaded curriculum vitae (CV, resume) and letter of support. Normally this section is used to evaluate factual elements such as an award of a qualification. This element will be scored as part of the shortlisting process.
- **Supporting Statements** – you will be asked to provide a statement in the online portal to demonstrate how you meet the criteria. Please give detailed answers to show you have the skills, knowledge or competency. The response will be scored as part of the shortlisting process to help us determine which candidates to invite to interview. Examples of how to structure your answer is available: <https://www.lancaster.ac.uk/jobs/how-to-apply/>
- **Interview** – you will be asked about this topic if you are invited to an interview. We may ask questions using examples from your current work history or ask you to think about how you'd respond to an example work-related situation.
- **Test** - We might ask you to undertake a skills test, but you will be given some notice if this is the case.