

CAS Manager			
School / Department:	University Secretary	Grade:	MA1 (Grade G)
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Responsible to:	Head of Visa and Immigration Compliance	Responsible for:	CAS Officers
Job Purpose			
The CAS Manager will lead the Confirmation of Acceptance for Studies (CAS) team, ensuring timely and accurate issuance of CAS statements in compliance with UK Visas and Immigration (UKVI) regulations. They will oversee the end-to-end CAS process, liaise with internal stakeholders including admissions, academic schools, and compliance teams, and ensure the university meets its sponsor obligations. The role will involve managing CAS-related data and reporting, developing team expertise, and driving continuous improvements in CAS administration.			

Main Activities and Responsibilities
1. Manage the day-to-day operation of the CAS team, ensuring CAS issuance complies fully with UKVI regulations and university policies. 2. Oversee verification of student eligibility for CAS and maintain accurate, compliant records. 3. Provide leadership and line management to CAS Officers, including training, performance management, and workload allocation. 4. Act as the university's point of contact for CAS-related compliance audits and external inspections. 5. Develop and implement effective procedures and controls for CAS administration to minimise risk and enhance accuracy. 6. Monitor UKVI guidance and immigration legislation changes, advising senior management and updating internal processes accordingly. 7. Prepare and present regular management reports on CAS activity, compliance, and risks. 8. Work collaboratively with admissions, academic departments, compliance, and international student support teams to ensure seamless student onboarding and visa support. 9. Lead continuous process improvement initiatives, utilising data and feedback to enhance service delivery and efficiency. 10. Ensure the team maintains a high level of customer service, providing clear and timely advice to students and staff.

Person Specification	
Essential Criteria	Application Form / Support Statement / Interview
1. Experience managing compliance or administrative teams, ideally within a UK higher education or immigration context.	Application Form / Support Statement / Interview
2. In-depth knowledge of UKVI CAS processes, sponsor duties, and student visa regulations.	Application Form / Support Statement / Interview
3. Strong leadership and people management skills.	Application Form / Support Statement / Interview
4. Excellent organisational skills with the ability to manage complex workflows and competing priorities.	Application Form / Support Statement / Interview
5. High attention to detail and strong data management capabilities.	Application Form / Support Statement / Interview
6. Effective communication and interpersonal skills to engage with diverse stakeholders.	Application Form / Support Statement / Interview
7. Ability to work proactively, solve problems, and drive improvements.	Application Form / Support Statement / Interview
8. Proficient in IT systems relevant to CAS and student data management.	Application Form / Support Statement / Interview

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Cover Letter & CV - applicants are asked to provide a statement to demonstrate how they meet the criteria, and may reference their CV. The response will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation and discussion, or teaching session etc.