



Visa Compliance Officer

About the Team and the Role

In this role, you will join Mencap's Recruitment Team and play a crucial part in ensuring we meet our full responsibilities as an A-Rated Sponsor Licence holder. Although based within the Recruitment Team, you will work closely with colleagues across People Services; including Payroll, AskHR, and HR Shared Services to ensure a joined-up and compliant approach to sponsorship activity.

A key focus of this role will be gathering the information required to request and assign Certificates of Sponsorship (CoS) for Skilled Worker visa routes. You will be expected to stay informed of UKVI updates and changes to immigration rules that may affect our sponsored workforce.

You will work in partnership with the Visa Compliance Coordinator to proactively track and manage employees whose right to work is due to expire. While you will be a point of contact for queries relating to sponsorship processes at Mencap, you will not be responsible for providing immigration advice or supporting individuals with their wider visa options.

What you will bring to the role (Essentials)

Comprehensive knowledge of Skilled Worker visa requirements and sponsorship rules

A strong understanding of the full Skilled Worker route, including eligibility criteria, switching rules, and compliance responsibilities placed on A-Rated sponsors. This includes being able to interpret the requirements an individual must meet for Mencap to lawfully assign a Certificate of Sponsorship and recognising when a case falls outside sponsorship criteria. The role requires the ability to apply UKVI rules consistently, ensuring decisions made by Mencap meet all regulatory obligations.

High level of attention to detail and the ability to interpret complex government guidance

This role demands accuracy in reviewing documentation, processing sponsorship requests, and maintaining compliance records. The postholder must be able to interpret UKVI guidance, policy updates, and immigration rules, identifying changes that may have operational impact. Strong analytical skills and a methodical approach are essential to ensure compliance risks are identified early and addressed appropriately.

Ability to work independently while managing multiple priorities in a fast-paced environment

The Visa Compliance Officer must be confident in organising their workload, meeting strict deadlines, and balancing competing priorities. The ability to work remotely, be able to make informed decisions within policy boundaries, and proactively escalate risks is critical. Effective time-management and a structured approach to assigning sponsorships will be key to success in the role.

Clearly communicate with stakeholders with empathy while maintaining objectivity and professionalism

The role often involves supporting colleagues through situations that may be sensitive, time-critical, or highly emotive, such as impending visa expiry or delays in documentation. The postholder must be able to communicate clearly, remain calm under pressure, and demonstrate empathy while upholding compliance standards. This includes providing accurate information about Mencap's sponsorship processes, without offering immigration advice or straying beyond the organisation's legal remit.

Proficient user of Microsoft Office applications

Strong digital skills, with confident use of Microsoft Office, particularly Excel for tracking visa dates and casework, Outlook for managing time-critical communications, and Word for producing accurate compliance documentation. The postholder must be able to work with spreadsheets, templates and shared documents to maintain clear, auditable records



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone

Experience of using the UKVI Sponsor Management System and HR case-management tools.

Experience using the UKVI Sponsor Management System (SMS) as a Level 1 User, including assigning Certificates of Sponsorship, reporting worker changes and ensuring licence compliance tasks are completed accurately and on time. A good understanding of how effective HR information systems support monitoring of time-limited visas, trigger alerts, maintain accurate right-to-work records and strengthen Mencap's overall compliance framework.

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.



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Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.



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