

Job Description

Job Title: Admissions Compliance Officer

Salary Band: Band 2

Working Hours: Full time (37 hours per week)

Overall purpose/accountabilities:

Supporting the Immigration Compliance function within the Admissions Team to maintain a high level of visa acceptance on behalf of the University. Supporting overseas applicants through the Student visa process by carrying out pre-CAS checks, such as interviewing applicants, checking financial documents and offering visa preparation support (VPS).

Providing an efficient admissions service and playing a key role in the recruitment of students from UK and overseas markets to target. Offering friendly and professional advice to applicants whilst ensuring quality and standards are maintained.

Deliver and champion excellent customer service to all stakeholders at all times.

Reporting lines:

This job reports to the Admissions Manager.

Staff reporting to this job:

None.

Main duties:

Process student applications and ensure that valid admission decisions are made by referring to the University's agreed entry criteria for each course and record all such decisions on SITS, within the specified University and UCAS deadlines.

Working in partnership with the University's Immigration Compliance Team, provide excellent customer service to all internal and all external stakeholders (e.g. applicants, agents and Home Office) with a focus on professional, accurate and timely responses.

Conduct visa preparation support (VPS) and visa preparation tests (VPT) sessions with international applicants as appropriate.

Carry out appropriate applicant screening (pre-CAS checks) in line with internal policies. (e.g. English language).

Process Confirmation for Acceptance of Studies (CAS) requests to all candidates who require a Student Visa in line with the University and UK Visa and Immigration (UKVI) requirements.

Manage and maintain Student Appendix D documentation to ensure a state of audit readiness.

Participate in external and internal network groups of UKVI Compliance practitioners if required to do so.

Develop and maintain up to date knowledge of Student policy guidance and regulation.

Support education recruitment agents and overseas staff to understand University internal policy to improve the applicant experience.

Contribute to continuous improvement of processes and procedures and look for opportunities to improve and streamline processes and to come up with better ways of doing things.

Contribute to the review, implementation and communication of Admissions systems, policy and procedures. Liaising with colleagues both locally and in Sunderland, so as to ensure true collaboration and a demonstrable commitment to enhancing service delivery.

Actively contribute to Open Days and other recruitment events so as to represent the University, provide course information, entry criteria and Admissions policy guidance to prospective students and key stakeholders.

Identify and participate in continuous professional development as appropriate.

Promote and encourage the practice of the University's equality and diversity principles in contacts with all staff, students and partners and promote corporate values through all streams of the role.

Commit to the effective delivery of an excellent student experience to all learners.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

Special factors:

A flexible approach to work is required with some evening and weekend working required on occasion. Annual leave may be restricted at certain times of the year to accommodate business needs.

Person Specification

Essential	<p>Qualifications</p> <p>Educated to A level standard or equivalent.</p>
	<p>Experience</p> <p>Previous experience of working in a busy Admissions office in the HE of FE sector.</p> <p>Demonstrable experience of using a student database system.</p> <p>Experience of working in partnership or as part of a student recruitment function to deliver on recruitment targets.</p> <p>Previous experience of working with students whose first language may not be English.</p>
	<p>Skills and Attributes</p> <p>Capable of confidently carrying out face to face, Skype and telephone interactions/ interviews with international applicants and students.</p> <p>Understanding of the Points Based Immigration System and its impact on Admissions practices.</p> <p>Proven ability to interpret regulations and procedures accurately and apply them consistently across a variety of circumstance.</p> <p>Ability to work on your own initiative and make independent decisions with confidence, whilst working in a fast-paced environment.</p> <p>Strong attention to detail and exemplary data input skills.</p> <p>Excellent written and oral communication skills.</p> <p>Proven IT skills in a variety of Microsoft Office packages, especially Word, Excel and Outlook.</p>
Desirable	<p>Qualifications</p> <p>Educated to degree level or equivalent.</p> <p>UKCISA Student Sponsor Compliance trained.</p>
	<p>Knowledge and Experience</p> <p>Knowledge of the Student credibility interview process.</p> <p>Experience of using SITS.</p>

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