

Job Description

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| Position: | Head of Admissions and UKVI Compliance |
| School/Service: | Division of Marketing, Recruitment & Admissions |
| Reference: | MRA-044/P |
| Grade: | Grade 8 |
| Status: | Permanent |
| Hours: | 36.25 hours per week (Full-Time) |
| Reporting to: | Director of Marketing, Recruitment and Admissions |

Management Responsibility:

- Admissions Team Leader (International)
- Admissions Team Leader (Home)
- Senior Admissions Officer (Data and Systems)
- Admissions Assistant
- Admissions Support Assistants (Apprentices) x 2

Main Function of the Position:

To lead and manage an efficient and effective admissions operation and service for the University to include home and international admissions at all levels and subjects.

Working closely with the Director and Executive Director, you will design and implement strategies, plans, processes and systems that will ensure provision of an outstanding service to all applicants and academic departments.

Recommend admissions approaches and tactics to ensure the University meets its strategic objectives, taking into account the market, competitive and regulatory environment.

Lead in managing the University's compliance with Home Office regulations in relation to maintaining UKVI Sponsor status for the 'Student Route', remaining up to date on regulations and policies and being an authority in these areas.

To devise and implement protocols and systems to maintain compliance and track and monitor 'Basic Compliance Assessment' advising the Director (as UKVI Accountable Officer) and other senior managers on interventions to ensure continued compliance.

Provide leadership and management to the international and home admissions teams to ensure smooth functioning of the admissions operation. You will oversee the development and updating of Standard Operating Procedures (SOPs) for all admissions areas and routes and work with the Faculty Recruitment Managers and academic departments to set Service Level Agreements (SLAs).

As the Senior Manager within the team you will deputise for the Director where required.

Principal Duties and Responsibilities:

1. Advise the Director on all matters relating to admissions and to make a significant contribution to the University's admissions strategy, policy and practices.
2. Act as guardian of the University's admissions policy, championing fair and transparent admissions practices that support our mission as a widening participation organisation.
3. Lead and manage the University's undergraduate, postgraduate and international admissions functions providing direction and management to the Admissions Team Leaders, Senior Admissions Officer (Data and Systems) and the customer facing support team ensuring that the highest standards of professional performance are maintained.
4. Act as a senior point of escalation for admissions decisions, applicant appeals and complaints and complex cases.
5. Be responsible for the allocation of resource across the team, setting projects and ensuring on-time delivery. Set objectives and monitor performance of the Admissions Team Leaders and other line reports via regular and annual performance reviews.
6. Build highly trusted and effective relationships with the Faculty Recruitment Managers (serving as account managers for the academic departments), Deans and Heads. Working alongside the Faculty Recruitment Managers advise academic departments on admissions matters seeking continuous improvement across a range of measures and metrics.
7. Serve as the UCAS Primary Correspondent and point of contact for the Department of Education Teacher Training application system attending relevant briefings and implementing policy and process updates in the team.
8. Ensure that all UCAS and Department for Education processing deadlines are met. Set internal and international processing deadlines and ensure that these are adhered to.
9. Work closely with the Senior Admissions Officer (Data and Systems) to prepare and implement a plan of work to develop the university's admissions system SITS anticipating the needs of the operation and is developed in line with agreed IT development strategy.
10. Oversee the Senior Admissions Officer (Data and Systems) in setting up the admissions system (SITS) for each recruitment cycle, ensuring that all records are complete.
11. Ensure the integrity of the admissions data by carrying out regular internal audits of data quality, decision making (particularly those decisions delegated to off-campus partners) and ensure that the data complies with the data retention policy and schedules. Ensure that admissions data is prepared in a timely manner in readiness for OFS returns under Data Futures.
12. Annually review entry requirements in line with historical applications and enrolments and, based on data and evidence, provide advice to the Director on future

adjustments to be agreed with the Deans and Executive Board in line with University strategy.

13. Ensure that all published material (print, web, email etc) relating to admissions and UKVI sponsorship is up-to-date, accurate and accessible and meets with our obligations under consumer protection laws.
14. Oversee the organisation the enrolment process for all students working closely with Student Data Management and Student Support and Experience and ensuring that international students meet all UKVI enrolment obligations.
15. Prepare regular reports for the Director to submit to Senate, Executive Board, Board of Governors and other ad-hoc data reports relating to applications, offers, accepts and enrolments as and when required.
16. Serve as the primary point of contact (our Key Contact) for the UKVI and to advise the Director as UKVI Accountable Officer on matters relating to UKVI regulation and compliance.
17. Act as the primary Level 1 User of the Home Office Sponsor Management System (SMS), including:
 - a. Creating and deactivating SMS user accounts for university users
 - b. Overseeing the issuance of Confirmation of Acceptance for Studies (CAS) for new and continuing visa students by the Admissions Team
 - c. Reporting changes in study status for visa students within required timescales
 - d. Overseeing and ensuring that reporting requirements and deadlines for Home Office reporting are met.
18. Oversee the issuance of all CAS to international applicants, ensuring robust and adequate processes are in place for CAS approval. Quality check the issuance of CAS by the international admissions team.
19. Lead and oversee preparation for all international admissions audits including internal and UKVI audits.
20. Be the University authority on matters relating to UKVI Student Route sponsorship and compliance, keeping up-to-date with regulations, government policy and best practice in the sector, changing internal practices where necessary in a timely manner.
21. Develop and deliver training to academic and professional support colleagues in relation to their own UKVI obligations as members of staff and to ensure adequate induction and training of international students on UKVI matters
22. Lead on the development and update of a suite of management information data reports for admissions, international visa compliance and basic compliance assessment (BCA).
23. Working closely with the academic departments and Student Support and Experience Directorate to oversee and monitor UKVI compliance post-enrolment including attendance monitoring, visa extensions and status of all sponsored students.

24. Ensure that all UKVI and Home Office reporting requirements are met on deadline.

25. Work closely with the international recruitment team to advise on issues relating to the admission of international students including supporting in the monitoring of referral partner performance.

26. Attend relevant internal and external meetings, fora and networks relating to undergraduate, postgraduate and international admissions.

27. Ensure a safe working environment and abide by university health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.

28. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment is subject to Enhanced Disclosure and Barring Clearance.

Please note that this is an evolving role with an essential requirement to travel and attend events external to the University in support of university business, which may be required outside normal working hours including evenings and weekends. The University will ensure an appropriate working and non-working balance to recognise this working pattern. Due to the nature of the service, annual leave restrictions are in place during August and September each year.

Person Specification

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| Position: | Head of Admission and UKVI Compliance | Reference: | MRA-044/P |
| School/Service: | Division of Marketing, Recruitment & Admissions | Priority | |
| Criteria | | (1/2) | Method of Assessment |
| 1 Qualifications | | | |
| 1 a) | Honours degree in relevant subject area or equivalent level experience/qualification | 1 | Application Form / Documentation |
| 1 b) | Evidence of continuing professional development in a related area | 1 | Application Form / Documentation |
| 1 c) | Postgraduate or professional qualification in related discipline or equivalent level experience/qualification | 2 | Application Form / Documentation |
| 2 Skills / Knowledge | | | |
| 2 a) | Ability to proactively build and maintain high-level relationships through effective influencing and negotiation skills | 1 | Application Form / Interview |
| 2 b) | Ability to manage a multi-stream function in a fast-paced environment with responsibility for own priorities | 1 | Application Form / Interview |
| 2 c) | Ability to analyse and succinctly interpret management information and external data and to take action to influence strategy and tactics | 1 | Application Form / Interview |
| 2 d) | Extensive knowledge of the UK admissions environment | 1 | Application Form / Interview |
| 2 e) | Extensive knowledge of international admissions, visa compliance | 1 | Application Form / Interview / Assessment |
| 2 f) | Ability to lead and manage a team of admissions professionals in a fast paced environment | 1 | Application Form / Interview / Assessment |
| 2 g) | Knowledge and experience of using Tribal SITS admissions system | 2 | Application Form / Interview / Assessment |
| 2 h) | Strong attention to detail | 1 | Application Form / Interview / Assessment |
| 2 i) | Ability to represent the University and department and faculty internally and externally at an appropriately senior level | 1 | Application Form / Interview |
| 2 j) | Ability to explore internal customer's needs, adapt the service and set customer expectations | 1 | Application Form / Interview |
| 3 Experience | | | |
| 3 a) | Proven management experience in admissions in a Higher Education environment | 1 | Application Form / Interview |
| 3 b) | Proven credible experience in developing and maintaining relationships with key stakeholders | 1 | Application Form / Interview |
| 3 c) | Experience and ability to set own objectives and priorities and to work under pressure | 1 | Application Form / Interview |
| 3 d) | Experience in identifying process issues and developing and improving new processes and systems | 1 | Application Form / Interview |

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| 3 e) | Experience of managing UKVI compliance | 1 | Application Form / Interview |
| 4 | Personal Qualities | | |
| 4 a) | Awareness of the requirements associated with operating within a customer service environment | 1 | Interview |
| 4 b) | Commitment to continuous improvement and creative ways of working | 1 | Interview |
| 4 c) | Strategic thinker and ability to identify and solve cross-functional issues | 1 | Interview |
| 4 d) | Excellent interpersonal skills and an empathetic approach to line management | 1 | Interview |
| 4 e) | Eager to learn and keep up to date with sector direction and best practice | 1 | Interview |
| 4 f) | Knowledge, understanding and sensitivity to students from a range of social and cultural backgrounds | 1 | Interview |
| 4 g) | Personable, approachable with ability to vary tone and approach according to audience | 1 | Interview |
| 5 | Other | | |
| 5 a) | Full clean UK driving license | 1 | Application Form / Documentation |
| 5 b) | Willing to undertake staff development, which may take place outside the University | 1 | Interview |
| 5 c) | Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, UKVI Prevent, and Bribery Act | 1 | Interview |
| 5 d) | Commitment to the University's policy on equal opportunities and diversity | 1 | Interview |
| 5 e) | Available to work flexibly and remotely as required, and undertake travel in order to meet the needs of the role and service | 1 | Interview |

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required.
4. It is the responsibility of the employee to ensure any professional accreditation/membership remains current