

Student Recruitment Support Officer – Compliance

Job Description and Person Specification

Job Title:	Student Recruitment and Support Officer - Compliance
Department:	Administration team
Reports to:	Deputy Centre Head

ONCAMPUS is part of Cambridge Education Group (CEG) one of the leading providers of pre-university academic courses and English language courses in the UK. We offer a number of university foundation programmes including English Language Preparation, International Diploma Programme, Undergraduate Foundation and Master's Qualifying courses. **ONCAMPUS** London offers successful international students the possibility of entry to the partner university's wide range of degree courses at both undergraduate and Master's level. Students have full access to the partner university's learning and social facilities during their time at **ONCAMPUS** London.

Job overview

Based on campus at the **ONCAMPUS** London centre, the Student Recruitment Support Officer – Compliance performs a key role internally as well functioning as a first point of contact with **ONCAMPUS** Compliance and Central Admission colleagues in Cambridge, Sales and Marketing teams and the admissions offices of the partner university.(s) where required. The primary function of the post will be to ensure the administrative compliance of the student journey from pre-arrival to progression. This involves pre-arrival information, enrolment, induction, visa maintenance and compliance and fee collection processes ensuring adherence to a variety of external regulations from the UKVI, QAA and partner university in respect of processes and data management. A significant element of the role requires data entry to student information systems, for which training will be given, and the production of regular reports and statistics. The successful applicant will have a strong track record of administrative work, preferably in an international or private education context, be able to provide a warm welcome to students as well as an authoritative and knowledgeable approach, with excellent customer service.

The following section outlines a more detailed, but not exhaustive, description of the duties pertinent to this post.

Key responsibilities

1. To manage visa-related documentation and procedures for the **ONCAMPUS** London, in cooperation with colleagues at the University and ONCampus Central Compliance & Admissions Teams:

Student Recruitment Support Officer – Compliance

- updating appropriate systems/staff with changes to student details/programme
 - preparing, maintaining and auditing visa –related reports for submission to various compliance stakeholders, internal and external visa related no-shows and absent students for subsequent reporting to the immigration department
 - supporting students who require visa extensions
 - managing the centre’s reporting system for compliance matters
 - being aware of the responsibilities of working under the Tier 4 immigration licence
2. To maintain data for all students in line with **ONCAMPUS** London processes and QAA, UKVI compliance regulations where appropriate:
- reporting pre-arrival information on expected student admissions to local team
 - monitoring student recruitment data to identify trends, and assist in capacity planning and forecasting
 - managing the data checking process for all students on arrival to ensure the accuracy of all records on data management information systems and communicating to relevant staff (e.g. Curriculum Information Officers, where changes are required)
 - ensuring the timely entering of all amendments to student records on management information systems in conjunction with centre-based and central admissions staff
 - notifying all relevant staff members of amendments so operational changes can be addressed
 - changing student statuses on completion of their programme
 - maintaining and managing the storage and archiving of confidential student files.
3. To play a key role in the coordination of induction together with the SRSO (Customer Care) and lead on enrolment of students at the start of term:
- managing data on arrivals and visa delays, noting data on information management systems.
 - coordinating and training teams of staff for enrolment, as required
 - collecting copies of official documents in accordance with UKVI and inspectorate requirements
 - providing an efficient and welcoming induction process for main intake and late arrivals
 - managing enrolments for students continuing and transferring between other CEG centres
 - ensuring prospective, current and historic student records are communicated in the appropriate format to partner universities, as appropriate
4. To manage student finances in conjunction with the Deputy Centre Head and ONCampus Finance Team, in accordance with central processes and under guidance from the Deputy Centre Head:
- leading the process of fee collection in centre
 - ensuring fee collection processes are clearly and effectively communicated to students
 - taking credit card deposit and fee payments for students wishing to register and enrol
 - providing receipts, liaising with finance for statement information
 - updating student status to reflect accurate registration of information
 - to lead on active debt collection within the centre
5. To act as a communication point for the central admissions team, providing current site information:
- monitoring and directing emails received in the London inbox.
 - playing a key role in the assessment of borderline applications by assessing qualifications against NARIC and other tools, and advising the Centre Head and Deputy Centre Head as appropriate

Student Recruitment Support Officer – Compliance

- liaising with the HE Coordinators where non-standard qualifications may have to be referred to partner universities.
 - contributing to student handbooks, pre-arrival information, policies and procedures relating to matters of student support.
6. To manage post-arrival service issues and liaise with central and centre staff as appropriate:
 - advising relevant central and local staff of service issue pre-resolution
 - in conjunction with Line Manager, liaising with local staff to ensure service issue is effectively managed to a successful resolution
 - providing a clear and customer-focused summary of the issue resolution to all relevant staff and if appropriate to any external parties (e.g. agent/parent)
 - co-ordinating and creating responses to queries and complaints, according to CEG communication guidelines
 - supporting quality assurance initiatives
 7. To provide a focused and high level of customer service:
 - Supports the on-going communication of relevant **ONCAMPUS** London activities (as required locally).
 - Works collaboratively and supportively across all business units to achieve the Customer First objectives.
 - Carries out reception duties according to local agreement.
 8. To respond to walk-ins and locally-received telephone enquiries:
 - Provides information on **ONCAMPUS** London programmes.
 - Arranges interviews, testing and tours as appropriate.
 - Redirects enquiries about all other CEG programmes to the central admissions team.
 - Advises central admissions / Sales Support / Student Advice and any other central teams of any follow-up that may be required (central admissions to manage follow-up by default unless ownership for an enquiry is requested locally).
 9. Acts as a communication point for the central admissions team, providing current site information:
 - Responds to ad-hoc requests for additional availability or general site information.
 - Contributes to student handbooks, pre-arrival information, policies and procedures relating to matters of student support.
 10. Manages post-arrival service issues and liaises with central and centre staff as appropriate:
 - Advises relevant central and local staff of service issues pre-resolution.
 - Liaises with local staff to ensure service issues are effectively managed to a successful resolution, in conjunction with Line Manager.
 - Provides a clear and customer-focused summary of issue resolutions to all relevant staff and, if appropriate, to any external parties (e.g. agent/parent).
 - Co-ordinates and creates responses to queries and complaints, according to CEG communication guidelines, in conjunction with Line Manager.
 - Supports quality assurance initiatives relating to customer care (e.g. testing, reporting, surveys).

Student Recruitment Support Officer – Compliance

Person Specification

The position requires a caring attitude and a very high level of customer service and strong administrative skills. An ability to work using one's own initiative as well as being a good team player is a pre-requisite. Experience gained within a customer services environment would be ideal.

Customer Focus

- Understands and communicates the centre's programmes and ethos.
- Demonstrates an exemplary attitude to customer care.
- Demonstrates a clear empathy with international clients and understands their needs, regardless of background.

Motivation

- Is proactive with the ability to react positively to unexpected circumstances.
- Takes responsibility for work issues and problems of an operational, strategic, welfare or pastoral nature within their remit.
- Initiates and implements improvements to work processes and practices within his/her remit.
- Understands centre goals and direction and sees fit with own.

Drive

- Is energetic and enthusiastic.
- Committed to the role, the team and the centre.
- Confronts and overcomes obstacles to progress within team.

Intellect

- Demonstrates good critical thinking skills to understand client issues.
- Can suggest and where appropriate implement solutions appropriate to client situation.
- Gathers facts and analyses situations in accurate and organised fashion.

Teamwork

- Maintains the confidence and mutual respect of colleagues at all levels

- Understands and works towards team/college objectives.
- Creates open and supportive team climate.

Judgement

- Can think and act rationally and maturely.
- Can weigh up information, issues and evidence and draw balanced conclusions.
- Is able to learn from experience.
- Knows when to ask for support and advice from colleagues.

Credibility

- Projects appropriate professional image.
- Speaks clearly and persuasively when interacting with internal and external personnel.
- Keeps line manager informed of progress or difficulties.
- Displays excellent listening and questioning skills.

Communication

- Has the ability to effectively communicate verbally and written.
- Able to communicate with international students.

Resilience

- Can balance the normal demands of a range of work and responsibilities without undue disruption to other team members or key stakeholders.
- Remains balanced and rational in dealing with others at all times.

Student Recruitment Support Officer – Compliance

Organisation

- Has ability to plan workload but remain flexible,
- Meets deadlines and displays strong administrative and organisational skills.
- Demonstrates a capability to balance competing demands.

Signed:

Print name:

Date:

