



Job Title:	Student Recruitment and Support Officer - Compliance
Reports to:	Deputy Centre Head
Location:	<b>ONCAMPUS</b> London

## The Company

**ONCAMPUS** provides high quality pathway programmes to prepare international students for undergraduate and postgraduate study at the world's leading universities. Our pathways offer guaranteed progression to over 500 degrees at our partner universities, and since 2008, **ONCAMPUS** has helped more than 4,000 students progress to the best universities in the UK, USA and Europe.

**ONCAMPUS** is part of Cambridge Education Group, which has been delivering the highest quality academic, creative and English language programmes since 1952, and has prepared thousands of students to progress onto the world's leading universities.

The Group operates under four different brands: **ONCAMPUS**; CATS College – high schools in Cambridge, Canterbury and London, and Boston, USA; Cambridge School of Visual & Performing Arts (CSVPA) – Art & Design, Drama and Music courses in Cambridge and Stafford House – year-round English Language schools across the UK and USA and Study Holiday centres across the UK and the USA for juniors.

Whatever students aspire to, whichever college, school or centre they choose, Cambridge Education Group promises excellent teaching, premium facilities and the personal service our students demand.

Cambridge Education Group aims to be the undisputed customer service leader in the international education sector and to be recognised as such by its agents, partners and their clients, by the universities it works with and by its competitors. The objective is simple: to deliver exceptionally high standards of service in every single customer interaction and to ensure that our 'CARE' principles are clearly understood and are effectively applied across the whole organisation in all teams and at all levels of responsibility.

CEG is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The Company also expects all staff and volunteers to share the Company's commitment to Equal Opportunities within the workplace.

## Job Overview

The Student Recruitment and Support Officer – Compliance performs a key role internally, as well as functioning as the first point of contact with **ONCAMPUS** Immigration Compliance and central teams. 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, together with excellent customer service.

## Job Description

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

## Key Responsibilities

### Immigration Compliance

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

- 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

### Data Management and reporting

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

### Student Support

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, ensuring students are made aware of their responsibilities as an international student
- Managing enrolments for students continuing and transferring between other CEG centres

### Tracking student payments

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

### Student Admissions

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
- 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

### Student Recruitment

To support student recruitment to the centre:

- Responding to walk-ins and locally-received telephone enquiries
- Providing information on **ONCAMPUS** London programmes, arranging interviews and testing as appropriate
- Redirecting enquiries about all other CEG programmes to the central admissions team
- Advising 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)

### Customer Service

To provide a focused and high level of customer service:

- Supporting the on-going communication of relevant **ONCAMPUS** London activities (as required locally)
- Working collaboratively and supportively across all business units to achieve the Customer First objectives
- Carry out reception duties according to local agreement

In particular, you will:

- Treat students with dignity, building relationships rooted in mutual respect
- Have regard for the need to safeguard students' well-being
- Show tolerance of and respect for the rights of others
- Maintain high standards of attendance and punctuality
- Help to create and maintain a safe working environment for everyone
- Develop and maintain a full understanding of current child protection procedures.

## Person Specification

**Customer First – It is ESSENTIAL all candidates meet the CEG Customer First CARE Principles:-**

### **Commit**

- Goes the extra mile
- Follows-up & follows through

### **Act**

- Takes ownership
- Looks for a solution

### **Respond**

- Addresses issues positively
- Communicates proactively

### **Empathise**

- Is an active listener
- Is respectful and values our customers

## **Education**

- Educated to at least degree or equivalent preferable

## **Experience**

- Administrative experience, ideally gained in an education/international education environment
- Experience of working in an environment where high levels of customer service are required

## **Skills**

- Excellent communication skills, both verbal and written
- Ability to interpret policy and communicate key points to a range of stakeholders
- Ability to work under pressure and prioritise tasks methodically
- Ability to synthesize information

## **Behaviours**

- Professional
- Punctual
- Organised

CEG is committed to safeguarding and promoting the welfare of children and young people and expect everyone connected with the Centres to share this commitment.