

Student Compliance Officer UK – Academic Registry – Grade E

Job Description

Purpose

This post sits within the wider Student Immigration and Compliance team supporting our compliance with both university policy and regulatory bodies.

This role will form part of a team of Student Compliance Officers (UK) with primary focus on attendance monitoring of UK students and associated work relating to monitoring of academic delivery to timetabled sessions. The postholder will undertake processes required to align with the Student Engagement and Attendance Policy, Academic Regulations and SLC funding rules.

You will be expected to work collaboratively both within the Student Immigration and Compliance team, the wider Academic Registry and Academic Schools to ensure the application of a consistent approach to monitoring and reporting takes place.

This role requires good data analysis skills and attention to detail. You will understand the importance of timely reporting and work collaboratively with colleagues.

You will possess strong interpersonal skills and a cultural awareness for our student population.

Duties

1. To run regular data reports and subsequently undertake analysis of reports to identify and monitor attendance of UK students at the university in line with policy and monitoring delivery.
2. Ensure relevant escalation processes are followed in relation to identified students whose attendance falls below the thresholds expected.
3. Instigate and support the timely and effective reporting in line with the university obligations.
4. Proactively escalate issues which are identified and make recommendations for process improvements.
5. To support in drafting of instructional documentation for other users of engagement systems to improve the quality of reporting data.
6. To support the identification of ways to change processes, systems and reporting to consistently and continually improve the overall quality of reporting data.
7. To deliver processes to support the monitoring of academic delivery to timetabled sessions.
8. To communicate and work collaboratively with key stakeholders including Student Achievement Service, Student Services and Academic Schools on all matters to do with attendance.
9. To provide advice and guidance on attendance queries for stakeholders as required and in relation to this role.

10. To engage in on-going professional development, sector-wide networking relation to this role and develop specialist knowledge.
11. Undertake such other duties relevant to the grade as may be determined, from time to time, be the Immigration and Compliance Transformational Lead.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Strong data and analytical skills and evidenced experience of utilising data to inform recommendations (Application/Interview).
- Experience of working to consistently provide quality service and solutions (Application/Interview).
- Proven ability to work accurately and consistently under pressure (Application/Interview).
- Team working and collaborative working across different departments to improve processes and data (Application/Interview).
- A level or equivalent qualifications (Application/Interview).
- Excellent IT skills and competent software user (Application/Interview).
- Ability to deal with confidential data and confidentiality (Application/Interview).
- Excellent communication and interpersonal skills (Application/Interview).
- Demonstrable ability to adjust to unfamiliar situations, demands and changing roles, seeing change as an opportunity and being receptive to new ideas (Application/Interview).
- Ability to develop and maintain professional relationships of respect, trust and support with staff and students (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions, and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Previous experience of working within an administrative function in a UK HEI (Application/Interview).
- Knowledge and understanding of the Academic Regulations (Application/Interview).
- Knowledge of statutory frameworks governing universities, such as data protection, data reporting (Application/Interview).