

Student Compliance Manager UK – Academic Registry – Grade G

Job Description

Purpose

This role will line manage a team of Student Compliance Officers UK with primary focus on attendance monitoring and associated work relating to monitoring of academic delivery to timetabled sessions for all UK students at the university. The postholder will lead the development and implementation of the processes required to align with the Student Engagement and Attendance Policy, Academic Regulations and SLC funding rules. They will liaise with Senior Leadership Teams in Academic Schools to escalate student attendance concerns and make recommendations for escalation to SEAM Boards.

The postholder will ensure regular data is reported on, escalation processes are followed, and reporting is undertaken in a timely, consistent and compliant way.

The postholder will work closely with colleagues in the wider Academic Registry as well as key areas such as Student Achievement Service, Student Services and Academic Schools.

Duties

1. To manage, supervise and co-ordinate the work of the Student Compliance Officers UK associated with student attendance monitoring ensuring provision of appropriate training and development to enable effective and efficient delivery.
2. To support the Immigration and Compliance Transformational Lead in the overall compliance matters for the university.
3. Run regular data reporting from university systems, undertake regular analysis and checking mechanisms to support the university compliance on attendance.
4. Review and understand academic performance, financial hold and Starfish data to understand any well-being related matters to inform early intervention.
5. Participate in internal and external audit and monitoring to ensure compliance.
6. Provide professional advice and guidance on relevant regulation, policy and practice as required. To act as a point of contact for staff in respect of compliance.
7. Attendance at and support of SEAM Boards ensuring a consistent decision-making is applied across institution.
8. Responsible for monitoring of academic delivery to timetabled session for all programmes, to manage compliance to prescribed delivery models, improve space utilisation and support the student experience.
9. Effective communication of university policy and procedures to university staff and students.
10. Produce, analyse and present data reports on attendance data, including comparisons and recommendations to university colleagues.
11. Participation in meetings and working groups across the institution and sector and applying any learning effectively to own processes.
12. Work collaboratively with teams across Academic Registry and the wider university.
13. Work with LIS and PMA in the enhancements of our systems used for attendance monitoring and reporting to ensure we maximise the technology available to us.

14. To maintain up to date knowledge of the university regulations and procedure making recommendations for change as appropriate.
15. To maintain up to date knowledge of sector changes in relation to attendance matters and regulatory bodies.
16. To undertake any other duties and responsibilities with the post and grade as required by the Immigration and Compliance Transformational Lead.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Previous experience of working within an Academic Registry or related function in a UK HEI (Application/Interview).
- Experience of working to consistently provide quality service and solutions (Application/Interview).
- Knowledge and understanding of the Academic Regulations (Application/Interview).
- Strong data and analytical skills and evidenced experience of utilising data to inform recommendations (Application/Interview).
- Proven ability to work accurately and consistently under pressure (Application/Interview).
- Good honours degree or significant relevant professional experience (Application).
- 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)

- Understanding of Student Finance and Student Immigration rules (Application/Interview).
- Demonstrable experience and/or knowledge of Banner (Application/Interview).