Student Records and Visa Compliance Partnerships Officer
Student and Academic Services

Closing date: 30 November 2017
Interview date: 19 December 2017
Vacancy reference: 6209
INTRODUCTION

A vacancy has arisen for an experienced, professional administrator with excellent communication skills to join our Student Records and Visa Compliance team within Student Services.

The student record underpins the administrative support provided to all students during their time at University. The Student Record and Visa Compliance Team has a central role in the provision of core services which are dependent upon high quality, accurate, and timely data. Working collaboratively with staff in academic departments, the team provides services that support the enrolment of students and the management of personal data, the processing of change of circumstances (programme changes, withdrawals and suspensions) and oversee the accuracy of the student record. In doing so the team ensures that the University remains compliant with the requirements of statutory bodies including HESA, the Student Loans Company and UK Visas and Immigration and work to tight deadlines to ensure that data is returned to these organisations.

The University recruits a significant number of international students, and the Student Records and Visa Compliance Team contribute to ensuring that our processes comply fully with the conditions of our sponsorship licence under the UK Visas and Immigration Points Based Immigration System. The team provide accurate and up to date advice to academic and administrative staff in departments, respond to enquiries from applicants and students, and ensure that the student record is complete and compliant.

The University of York is developing a new Online learning provision for postgraduate students in partnership with an external professional organisation. This is a new venture for the University, and we are establishing provision within the Student Records and Visa Compliance team to support these students and the partner organisation. The post initially will be heavily involved in developing robust processes and procedures to support this new venture, working closely with the Partnership team in Admissions to provide a seamless student journey from application through to graduation. Once the new Online provision is established, there will be opportunity to specialise in the University’s other partnership arrangements.

In addition to focussing on developing partnership relationships, the post-holder would be expected to work across the Student Records and Visa Compliance team to deliver core activities throughout the year.
Main purpose of the role

To undertake a range of specialised, administrative activities that contribute to the effective and efficient operation of Student Services core services and developing and supporting processes for students recruited through partnership arrangements.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- Contribute to the development of administrative processes and procedures to support the online learning partnership programmes
- Act as a point of reference for, and provide information, advice, guidance and support to staff and students on student records and visa compliance areas of specialism
- Create, manage and maintain information systems pertaining to student records and visa compliance data within the SITS Student Record system and associated reporting tools
- Liaise with relevant departments to develop reliable and informative data and statistics to provide to both internal and external organisations and individuals
- Assist with the development of student records and visa compliance documentation and information (both hard copy and web-based), in consultation with colleagues and other departments
- Provide support to projects relating to the development and maintenance of the student record
- Develop, maintain and monitor reports containing student data and provide data to management as required
- Provide information and guidance on Student Services standards and policies, relevant external procedures, regulation and legislation within the Student Record and Visa Compliance team
- Work collaboratively with colleagues across the University and with external partners and stakeholders, to coordinate and support a range of core student administrative services for students studying on the Online programmes, and other partnership arrangements. Specifically to oversee timely enrolment, maintain up to date data in the student record system (SITS) and resolve any data anomalies and queries as they arise
- Process changes to student details and registrations in a timely manner to ensure compliance with the requirements of statutory bodies (HESA, Student Loans Company, UKVI etc)
- Ensure that processes and procedures are carried out in accordance with relevant legislative requirements, e.g. data protection, and to agreed Service Level Agreements
- Take an active approach to problem solving, identifying issues and creating practical solutions to addressing them to ensure disruptions to the service are minimised
- Work with the team to ensure that own and team work and responsibilities are planned and allocated to deliver core activities to deadlines and expected service standards
- Undertake any other task that may be assigned to support the activities of the department

JOB DESCRIPTION

At a glance

Salary £24,983—£30,688 a year, on grade 5 of the University of York salary pay scale
Hours of work Full-time, 37 hours per week
Contract type Open contract
Based at University of York Campus West, Student Administration Building

Provide support to projects relating to the development and maintenance of the student record
Develop, maintain and monitor reports containing student data and provide data to management as required
Provide information and guidance on Student Services standards and policies, relevant external procedures, regulation and legislation within the Student Record and Visa Compliance team
Work collaboratively with colleagues across the University and with external partners and stakeholders, to coordinate and support a range of core student administrative services for students studying on the Online programmes, and other partnership arrangements. Specifically to oversee timely enrolment, maintain up to date data in the student record system (SITS) and resolve any data anomalies and queries as they arise
Process changes to student details and registrations in a timely manner to ensure compliance with the requirements of statutory bodies (HESA, Student Loans Company, UKVI etc)
Ensure that processes and procedures are carried out in accordance with relevant legislative requirements, e.g. data protection, and to agreed Service Level Agreements
Take an active approach to problem solving, identifying issues and creating practical solutions to addressing them to ensure disruptions to the service are minimised
Work with the team to ensure that own and team work and responsibilities are planned and allocated to deliver core activities to deadlines and expected service standards.
Undertake any other task that may be assigned to support the activities of the department
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>A general education to include three passes at A level, or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
</tr>
<tr>
<td>A first degree</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

## Knowledge

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>An understanding of the principles of service delivery within a large, complex organisation</td>
<td>Essential</td>
</tr>
<tr>
<td>Good working knowledge of all Microsoft Office and/or Google Drive applications</td>
<td>Essential</td>
</tr>
<tr>
<td>Working knowledge of a complex database system, such as a student records system</td>
<td>Essential</td>
</tr>
<tr>
<td>An awareness of importance of the confidentiality of personal information and of appropriate disclosure</td>
<td>Essential</td>
</tr>
<tr>
<td>An understanding of process evaluation and improvement</td>
<td>Essential</td>
</tr>
</tbody>
</table>

## Skills, abilities and competencies

<table>
<thead>
<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good oral and written communication skills, with the ability to provide detailed advice and guidance on specialist defined processes and procedures to internal and external contacts</td>
<td>Essential</td>
</tr>
<tr>
<td>Able to review procedures and processes, ensuring they are fit for purpose and maximise efficiency; make recommendations for improvements as identified and implement agreed changes</td>
<td>Essential</td>
</tr>
<tr>
<td>Initiative and problem solving skills</td>
<td>Essential</td>
</tr>
<tr>
<td>Able to produce work of a high standard to specific deadlines</td>
<td>Essential</td>
</tr>
<tr>
<td>Strong IT skills including word processing, spreadsheets, email with expertise in manipulating databases and spreadsheets</td>
<td>Essential</td>
</tr>
<tr>
<td>A high degree of attention to detail</td>
<td>Essential</td>
</tr>
<tr>
<td>Able to work under pressure and on own initiative</td>
<td>Essential</td>
</tr>
<tr>
<td>Demonstrable ability to work as part of a team</td>
<td>Essential</td>
</tr>
<tr>
<td>User of the SITS student record system</td>
<td>Desirable</td>
</tr>
</tbody>
</table>
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience of working in an administrative role within a large, complex organisation</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of working with large datasets</td>
<td>Essential</td>
</tr>
<tr>
<td>Expertise in manipulating databases and spreadsheets</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of supporting project delivery</td>
<td>Desirable</td>
</tr>
<tr>
<td><strong>Experience of working in a Student Services role</strong></td>
<td>Desirable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal attributes</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>An organised and proactive approach to tasks</td>
<td>Essential</td>
</tr>
<tr>
<td>A willingness to embrace change</td>
<td>Essential</td>
</tr>
<tr>
<td>Demonstrable initiative</td>
<td>Essential</td>
</tr>
<tr>
<td>Keen to provide a high standard of customer service</td>
<td>Essential</td>
</tr>
<tr>
<td><strong>Highly motivated, able to work independently or as part of a team</strong></td>
<td>Essential</td>
</tr>
<tr>
<td>Conveys a positive attitude</td>
<td>Essential</td>
</tr>
<tr>
<td>Enthusiasm for data and data interrogation</td>
<td>Essential</td>
</tr>
</tbody>
</table>
THE DEPARTMENT

Student and Academic Services provide administrative and advisory services and opportunities for development to support the student experience. Working collaboratively with students, colleagues and external partners we facilitate learning, development and success.

As one of the largest professional service directorates we make a significant impact on the University’s ability to achieve its ambition of offering and outstanding and valuable experience, and to support our colleagues in achieving excellence in research, teaching, and the student experience. We are in a strong position to shape and influence the way that the University delivers its objectives. We provide a collection of professional services which contribute to the quality of the student experience; these services are organised in five sections:

- Academic Support
- Careers and Placements
- Colleges
- Open Door
- Student Services

Student Services is engaged in a broad range of activities which underpin the student lifecycle from enrolment through to graduation. We are the first point of contact for students for everyday enquiries and specialist advice, and provide and support essential processes, systems, and events that underpin the student journey, the administration of teaching and learning, and the University’s relationship with key stakeholders and external agencies. We are responsible for matters relating to:

- front-of-house support, information, and guidance;
- student advice;
- student records management;
- student enrolment;
- student financial support;
- academic progress;
- examinations and assessment;
- academic appeals;
- graduation;
- research student administration;
- compliance and statutory returns; and
- student systems development.

We are comprised of a team of approximately 60 staff members organised in 11 teams. Our teams work in partnership with academic departments and professional services across a wide range of operational and development activities. We’re working together to identify opportunities to introduce greater harmonisation of the administrative processes and tasks that support the student journey, and to adapt and develop our services to meet new requirements.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit [www.visityork.org](http://www.visityork.org) for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King's Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6209
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 30 November 2017

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to laura.hurst@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835