

JOB DESCRIPTION

Job Title: Head of Admissions & Student Visa Compliance

Ref no: REG428-R

Campus: Hendon

Grade: Senior Manager

Salary: £60,500 per annum

Period: Permanent

Reporting to: Academic Registrar

Reporting to Job Holder: Admissions Operations Manager
Admissions Technical Development Manager
Admissions Enhancement Manager
Assistant Academic Registrar (Student Visa Compliance)

Overall Purpose:

- To be responsible for University application processes through to successful student enrolment - ensuring these are optimised.
- To ensure timely, fair, transparent and accurate applications and offer processing for all applicants
- To work closely with the Faculties and the Executive on the strategic and technical aspects of the admissions processing cycle, ensuring timely communications and status reports
- To deliver quality and assurance in all aspects of the admissions process
- To direct and oversee outsourced applications processing
- To provide leadership and strategic management to the Student Visa Compliance team, ensuring the University retains its Sponsor licence

Principal Duties:

- To be responsible for University admissions procedures, ensuring that these reflect the University's commitment to a fair admissions process and with a full understanding of the impact of admissions processing on the student journey with Middlesex University
- To work with the Associate Director of Marketing & Recruitment to deliver an admissions experience that exceeds applicant expectations and contributes to an improving conversion of applicants to enrolled students.
- To ensure that application processing procedures adhere to a set of agreed targets and service level agreements.
- To provide leadership, management and strategic direction to the teams responsible for all aspects applications processing. To utilise lean management principles, inspiring a commitment to continuous improvement.

- To develop and deliver systems for the efficient processing of applications including working with outsource partners, introducing new ways managing and working, and the through the optimisation of IT systems.
- To be responsible for the University's Admissions Policy and other related policies and procedures and for ensuring that these remain up-to-date, compliant with relevant legislation and guidance (e.g. CMA, UKVI) and supportive of a fair and transparent admissions process.
- To implement systems and procedures to monitor the quality of application processing to deliver improvements in application turnaround and data quality.
- To work in close association with Faculties and Student Recruitment & Marketing to ensure effective management of the University's portfolio of programmes (including procedures to deal with applications to new programmes, intake suspensions and programme closures).
- To provide expert authoritative guidance on the acceptability of international equivalences and English language qualifications – with particular reference to the University Regulations and the Admissions Policy.
- To take the lead role in designing and operating the University's processes in relation to enrolment and ID check. To provide support for Welcome and Induction recognising the importance of these experiences in the transition from applicant to student.
- To make a substantial contribution to the development of comprehensive and high quality application processing management information for operational and senior managers.
- Build and maintain a constructive working relationship with Deans, Deputy Deans, Heads of Department, Programme Leaders and other academic colleagues
- To provide timely and accurate reporting on the status of applications to Executive and Senior Management including recommendations for action and the monitoring of agreed targets developed in close liaison with Executive, Marketing, Faculties and Planning.
- To take a lead role in the organisation of the Confirmation & Clearing process, to ensure an effective and customer focused applicant experience.
- To take a lead role in ensuring that all staff involved in admissions across University teams, and working with our outsourced partner, are appropriately trained and kept up to date with policy and procedural developments in the sector.
- To act as UCAS Correspondent for the university and to advise Admissions Managers on all aspects of UCAS admissions processes and participating on UCAS working parties and committees as may be required.
- To represent the University at appropriate events, conferences and in external networks. To engage pro-actively with task groups or working groups that may contribute to the development of admissions policy or practice at a national level.
- To manage the budgets for Admissions Operations and related areas.

Student Visa Compliance

- To provide leadership and strategic management to the Student Visa Compliance Team, ensuring that the University retains its Tier 4 Sponsor Licence.
- Working with the Assistant Academic Registrar (Student Visa Compliance), and with colleagues across the University, to devise and implement policies and procedures to ensure that the UKVI and Middlesex University KPIs are met – including Basic Compliance Assessment metrics.
- To ensure that compliance procedures also support the University's strategic aims in relation to international student recruitment.
- To ensure that University policies adequately take in to account UKVI requirements in respect of applicants and students.
- To develop an appropriate action plan where visa compliance gaps are identified and to ensure that this is implemented.
- To provide advice and recommendations to the Executive, to Senior Managers and the UKVI Assurance Group on student visa related issues.
- To keep up to date with developments and changes relating to student visas and ensure that all relevant staff are briefed.
- To provide reports and data analyses on sponsored applicants and students.

General duties

- To undertake training and staff development as appropriate to the grade and nature of the post.
- The above list of tasks is not exhaustive and working as part of the Academic Registry, the post-holder will be expected to work flexibly and co-operatively with other members of the team providing cover and assistance when necessary.
- Other tasks that may be required by Academic Registrar, with particular reference to major events such as, enrolment and induction, examination invigilation, UCAS Confirmation and Clearing and graduation ceremonies, when all administrative staff are expected to participate.

Hours: As a professional contract, there are no set hours stipulated. The postholder will be expected to work flexibly and for such reasonable hours as are necessary in order to fulfil the duties and responsibilities of the post.

Annual Leave: 35 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

PERSON SPECIFICATION

Job Title : Head of Admissions & Student Visa Compliance

SELECTION CRITERIA:

EDUCATION/QUALIFICATIONS

Essential: Degree or equivalent standard

Desirable: Postgraduate qualification in management or a professional development qualification

EXPERIENCE:

Essential:

- Substantial, dedicated experience of working in a senior role in Higher Education admissions **or** in a senior role in student visa compliance for international applicants.
- Proven experience of policy development in an admissions context.
- Proven experience of preparing clear and concise management reporting, including the use of data reporting tools
- Proven and substantial experience of leading and managing a team, goal setting and prioritising work to tight deadlines and in pressurised situations
- Management experience in leading change in business processes, including understanding information technology and its application to student information and management, through implementation of IT systems.
- Substantial experience of managing targets and budgets
- Substantial experience of working with and developing a large student records system.
- Experience of playing a leading role in the delivery of UCAS confirmation and Clearing in a HE institution

Desirable:

- Considerable experience of working within UK admissions officer networks, UCAS Working Groups and other national and international admissions organisations
- Experience of working with IT professionals in the development of systems.
- Experience of the deployment of innovative management techniques and creative problem solving
- Substantial experience in the preparation and delivery of training and presentations to a variety of audiences
- Experience of leading in a project management setting

KNOWLEDGE:

Essential:

- A sound knowledge of University structures, UK Government policies in education, external agency and legislative requirements, and the international operating environment.

- Expert knowledge of the work of UCAS and admissions practice in the higher education sector
- Expert knowledge of UK and non-UK qualifications and equivalencies, including English language qualifications
- Good working knowledge of the criteria for assessing residential category (fee) status
- Up to date knowledge of the requirements of Tier 4 of the Points-Based Immigration Scheme and the related issues for Universities

Desirable:

- Knowledge of lean process management and continuous improvement techniques
- Familiarity with application process for pre-registration nursing, initial teacher training or other professional programmes

SKILLS:

Essential:

- Ability to think and act strategically
- Ability to manage data from source to track and monitor performance
- Proven ability to lead and motivate multiple teams
- Planning & prioritisation skills to a high level
- Excellent interpersonal skills; with a demonstrated ability to persuade and influence both within and external to the organisation
- Excellent written and oral communication skills, including the ability to write reports and deliver presentations aimed at a variety of audiences.
- A forward looking and positive outlook and a strong commitment to service improvement

No Parking at Hendon campus: There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon campus or for a post at Cat Hill/Trent Park which is due to relocate to Hendon please ensure you can commute without a car. (This does not apply to Cat Hill/Trent Park staff appointed before 1 January 2010 who are due to relocate to Hendon).

Information on public transport to Hendon can be found here:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, and bicycle and motorbike parking and changing facilities.

Flexible working applications will be considered.

Closing date for receipt of applications: see job advertisement

Interviews will be held on: see job advertisement

What Happens Next ?

If you wish to apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please contact Dr Edel Mahony, Academic Registrar by email e.mahony@mdx.ac.uk or telephone 020 8411 5949