

Job Description

Job title International Student Services Manager

Faculty/Directorate Registry Services

Grade: G

Role profile: SMG1

Full time (37 hours per week)

Permanent

	Duties of the role
Overall purpose of the role	<p>To provide strategic and operational leadership of the University's International Student Services function, ensuring full compliance with UK Visas and Immigration (UKVI) Student Sponsor requirements, delivery of high-quality regulated immigration advice and support, and an excellent international student experience.</p> <p>The postholder will act as the institutional lead for UKVI Student Sponsor compliance, maintaining an audit-ready compliance framework, managing institutional risk, and ensuring robust systems, processes, and controls are embedded across the student lifecycle.</p> <p>The role is responsible for leading and developing specialist teams delivering immigration compliance, visa advice, and international student support services, ensuring effective resource deployment, service planning, and achievement of operational objectives and performance targets.</p> <p>The postholder will work collaboratively across the University to influence policy, practice and systems, ensuring compliance requirements are fully integrated into institutional processes, while supporting international student recruitment, retention, and success.</p>
Main duties and responsibilities	<p>Main Duties and Responsibilities</p> <p>1. Leadership, Management and Service Delivery</p> <ul style="list-style-type: none"> • Lead, manage and develop the International Student Services team, including Immigration Compliance, Visa Advice and International Student Support, ensuring high performance and continuous professional development • Set service priorities and oversee the delivery of operational plans, ensuring alignment with institutional objectives • Manage resources effectively across the annual cycle, including peak operational periods, to ensure consistent delivery of high-quality services • Establish and monitor key performance indicators (KPIs) and service standards, implementing performance improvement plans where required • Foster a culture of professionalism, accountability, and excellent customer service across the team <p>2. UKVI Compliance and Risk Management</p> <ul style="list-style-type: none"> • Act as the University's institutional lead for UKVI Student Sponsor compliance and a key contact with UKVI • Maintain an audit-ready compliance framework, ensuring adherence to all UKVI sponsor

Duties of the role

duties and regulatory requirements

- Identify, monitor and manage compliance risks, implementing effective mitigation strategies and controls
- Oversee all UKVI-related processes, including Confirmation of Acceptance for Studies (CAS) allocation and Basic Compliance Assessment (BCA)
- Ensure accurate and timely reporting to UKVI, including changes in student status and other sponsor reporting requirements
- Lead and coordinate internal and external audits (e.g. UKVI, British Council, Agent Quality Framework), ensuring institutional readiness and effective responses

3. Policy, Process and Systems Development

- Lead the development, implementation and continuous improvement of policies, procedures and systems to support UKVI compliance and service delivery
- Ensure UKVI requirements are embedded across the full student lifecycle, including recruitment, admissions, enrolment, attendance monitoring, progression and completion
- Work collaboratively with key stakeholders (Admissions, International Office, Faculties, Student Finance, Registry Services and partner providers) to ensure consistent institutional practice
- Partner with Digital & Technology Services to enhance systems and data capabilities to support compliance monitoring, reporting and decision-making
- Drive service transformation initiatives to improve efficiency, effectiveness and the student experience

4. Governance, Reporting and Institutional Assurance

- Provide regular, high-quality management information and risk-based reporting to senior management and governance groups
- Analyse compliance data, trends and risks, making evidence-based recommendations to support institutional decision-making
- Contribute to and support relevant committees and working groups, ensuring effective governance and accountability
- Deputise for the Authorising Officer/Registrar as required in relation to UKVI sponsorship responsibilities
- Respond to external consultations and represent the University in sector discussions relating to student immigration

5. Training, Advice and Sector Engagement

- Maintain expert knowledge of UK immigration legislation, UKVI sponsor guidance and sector developments
- Interpret regulatory changes and advise senior stakeholders on institutional impact and required actions
- Develop and deliver training, guidance and communications for staff and students to ensure understanding of compliance requirements
- Ensure the delivery of high-quality immigration advice and casework through the Visa Advice team in accordance with relevant regulatory standards (e.g. IAA requirements)
- Actively engage with external networks and professional bodies (e.g. UKCISA) to inform best practice and horizon scanning

6. Student Records, Data and Compliance Monitoring

- Ensure the accuracy, integrity and timeliness of international student records and compliance data
- Oversee institutional processes for attendance monitoring, engagement tracking and reporting
- Conduct regular audits of student data and compliance processes to ensure adherence to UKVI requirements
- Ensure effective data management to support compliance reporting and institutional assurance

7. International Student Support and Experience

- Lead the delivery of a high-quality international student support service, ensuring a balance between compliance and student experience
- Oversee the provision of pastoral support, visa advice services, and onboarding activities for international students
- Ensure effective enquiry management and service delivery across all channels
- Support the delivery of international student registration and onboarding in compliance with UKVI requirements
- Act as an escalation point for complex student immigration issues and complaints, ensuring timely and effective resolution

8. Partnerships and Collaborative Provision

- Oversee UKVI compliance processes relating to partner providers and collaborative provision (e.g. pathway providers)
- Ensure appropriate oversight, monitoring and governance arrangements are in place for international student compliance across all delivery locations

9. Additional Responsibilities

- Lead or contribute to institutional projects relating to student services, compliance, and system improvements
- Undertake wider Registry Services duties as required, including participation in panels, boards and institutional events
- Support key University activities such as student welcome, open days and graduation ceremonies
- Undertake other duties commensurate with the grade of the post

General

- Undertake additional duties as required.
- Support key events (including occasional evenings/weekends and travel).
- Promote equality, diversity, inclusion, and environmental sustainability in all activities.
- Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual

Duties of the role
<p>orientation. All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land. The postholder should have a positive attitude towards health and safety, and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system</p>

Person Specification

International Student Services Manager

Registry Services

Grade: G

Role Profile: SMG1

Full-Time

Permanent

Criteria	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications and Training	Educated to degree level or equivalent	Essential		Y			Y
	Postgraduate qualification or experiential equivalent		Desirable	Y			Y
Previous Work Experience	Experience of managing a team	Essential		Y	Y		
	Experience of working in a role that deals with UKVI compliance	Essential		Y	Y		
	Experience of policy and process development and improvement	Essential		Y	Y		
	Experience of building productive and enduring relationships across different areas	Essential		Y	Y		
	Experience of designing and delivering presentations with the ability to adapt to varied audiences – for senior management and a wide range of stakeholders	Essential		Y	Y	Y	
	Experience of working in the higher and/or further education sector	Essential		Y	Y		
	Experience in higher and/or further education compliance, admissions, recruitment, or partnerships		Desirable	Y	Y		
Specific Knowledge, Skills, Abilities, Motivation, Attitude Required	Ability to write clear and concise reports encompassing complex issues	Essential		Y	Y		
	Ability to manage sensitive/confidential material	Essential		Y	Y		
	Excellent organisational skills with ability to prioritise and manage own workload	Essential		Y	Y		
	Ability to work accurately under pressure and to tight deadlines whilst managing a complex varied and heavy workload	Essential		Y	Y	Y	
	Excellent numeracy and analytical skills, and f management	Essential		Y	Y	Y	
	Excellent IT literacy, specifically Microsoft Office	Essential		Y	Y		

	Ability to work flexibly and respond quickly to situations	Essential		Y	Y		
	Ability to build and maintain excellent working relationships	Essential		Y	Y		
	Understanding of government higher education policy and agenda, particularly within the context of international students	Essential		Y	Y		
	High degree of professionalism and excellent customer service skills	Essential		Y	Y		
Additional requirements	Ability and willingness to travel across the UK	Essential		Y	Y		
	Ability and willingness to occasionally work evenings and weekends	Essential		Y	Y		
	Active engagement with personal development	Essential		Y	Y		Y
	Eligibility to access the UKVI Sponsor Management System as a Level 1 user	Essential		Y			Y
	Active participation in relevant sector practitioner network and/or membership of relevant profession body.		Desirable	Y			

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**