

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 leadership and operational management of the University's International Student Services teams, ensuring compliance with UK Visas and Immigration (UKVI) requirements, delivering expert visa and immigration advice, and enhancing the overall experience and wellbeing of international students.</p> <p>The postholder will function as the institutional lead for UKVI Student Sponsor compliance and will oversee the provision of high-quality support services tailored to the needs of a diverse international student community. Leading International Student Services teams including Immigration Compliance, Visa Advice and International Student Support, ensuring that:</p> <ul style="list-style-type: none"> the University maintains its UK Student Route Sponsor Licence with the UK Home Office Visas & Immigration (UKVI) through clear effective short, medium, and long-term strategies that ensure it meets its statutory obligations, responsibilities and manages risk. applicants, current students, recent graduates, and their dependants are provided with appropriate advice, support & guidance relating to student immigration matters and the international student experience. University policies, procedures, frameworks and approaches to student recruitment and retention activities take account of the University's statutory requirements as a UKVI sponsor. compliance is balanced with a strong student support and customer-focus to ensure delivery of a high-quality student experience. <p>To act as the key contact with the UKVI, co-ordinating all responses to correspondence and enquiries, and lead University responses to internal and external audits;</p> <p>To collaborate with staff across the University to ensure that relevant staff are fully aware of UKVI requirements and provide specialist knowledge to support institutional change. Co-create and develop strategies that enable the University to achieve a culture of appropriate practice throughout the student lifecycle that enables compliance with the UKVI requirements.</p>
Main duties and responsibilities	<p>Policies, procedures, and processes</p> <ul style="list-style-type: none"> Lead the continued development and maintenance of the University's strategic approach to UKVI compliance, enhancing and monitoring the University's policies, procedures and processes related to its sponsor obligations, ensuring the maintenance of its licence and activities on the Home Office Sponsor Management

Duties of the role	
	<p>System (SMS).</p> <ul style="list-style-type: none"> • Develop, maintain and enhance processes in cross-functional teams, including the International Office, Admissions, Student Finance, Income, Doctoral College, Registry Services and Faculties, to ensure institution-wide consistency and compliance with the Student Route obligations. • Support the oversight of the University's pathway provider De Montfort University International College (DMUIC), and campus locations relating to UKVI matters. • Co-ordinate the implementation of processes and procedures to identify and make appropriate recommendations to mitigate UKVI compliance risks. • Ensure the UKVI requirements are embedded in core University policies, processes and procedures, including, recruitment, admissions, student induction, registration, attendance, engagement and student progression. This will include: <ul style="list-style-type: none"> 1) Accurate recording of all relevant documentation for the recruitment, admission and registration of students. 2) Continued participation of students, attendance monitoring and reporting. 3) Timely notification to UKVI of those students who experience a change in their student (i.e. non-enrolment, withdrawal and suspension) or immigration status. • Support, and where appropriate, lead, internal and external (UKVI, British Council, Agent Quality Framework) audits relating to the University's UKVI Student Route licence. • Oversight of International student pastoral support activities, events, programmes, and interventions • Ensure operational and statutory reporting is conducted efficiently, accurately and within UKVI time frames. • Oversight of the credibility processes for De Montfort University International College (DMUIC) and for De Montfort University (DMU) applicants. • Manage the University's annual UKVI activities including but not limited to, CAS allocation and Basic Compliance Assessment (BCA). • Line manage the International Student Services team, including immigration compliance, visa advice and international student support staff.
<p>Reporting</p> <ul style="list-style-type: none"> • Provide internal assurance and detailed management information reports on the University's UKVI licence position and International Student Support activities through regular governance oversight groups and senior management boards. • Provide regular insights on UKVI Compliance risks, mapping the impact of student behaviours, UKVI trends and the projected impact on the University with related recommendations where appropriate. • Attend relevant committees and working groups (internal and external), ensuring robust governance, actively contribute to discussions and ensure compliance with institutional policies and sector-wide governance standards to support effective decision-making and accountability. • Function as the University's key contact with the UKVI, ensuring that all required documentation is completed in a timely and accurate manner. • Deputise for the Registrar in their capacity as Authorising Officer. • Respond to external consultations regarding student immigration issues on behalf of the University. 	
<p>Training and information provision</p> <ul style="list-style-type: none"> • Keep up to date with developments in UK immigration legislation and the Sponsor Guidance, including attendance at relevant external training events and participation in professional networks. • Interpret and advise on how changes in UK immigration rules and the requirements of sponsors will impact on the University including the recruitment, support, and retention of international students, ensuring that the University reacts in a timely 	

Duties of the role	
	<p>manner to compliance changes.</p> <ul style="list-style-type: none"> • Develop information and guidance for internal use by students and staff on UKVI requirements. • Deliver immigration and compliance workshops to relevant staff and students as required. • Develop institution-wide communications on key immigration issues on behalf of the Executive Board. <p>Student records</p> <ul style="list-style-type: none"> • Ensure all relevant Directorates and Faculties maintain accurate high quality student records and attendance monitoring data, including reporting non-enrolment, and ensuring that all changes are recorded accurately and reported within ten working days. • Undertake regular audits of international student records to ensure institutional compliance. • Work with the University's Digital & Technology Services (D&T) Directorate regarding system (student record, reporting and data analysis) developments necessary to ensure the student records and student engagement tracking systems are able to provide the data needed to meet recording, monitoring and reporting requirements. <p>Student Support services</p> <ul style="list-style-type: none"> • Lead International Student Support Services to ensure students receive the necessary pastoral support, advice, and guidance. • Support the development and implementation of international student arrival, welcome and onboarding events along with student-centred activities during and outside of scheduled teaching blocks. • Ensure the effective operation of the Immigration Compliance & Visa Advice team enquiry service, ensuring service standards are met for in-person, telephone and email queries for basic external visa-related queries, and internal Compliance queries. • Provide, through the Visa Advice team, the delivery of a high-quality visa for applicants and students, in accordance with UK Immigration Advice Authority (IAA) code of standards; including the delivery of high volumes of in-country leave to remain applications at various times throughout the year. • Collaborating with key stakeholders, lead the delivery of a high-quality registration experience for international students, while maintaining excellent data quality and full adherence with DMU's document retention and reporting responsibilities as a Student Route sponsor • Ensure the timely and accurate production of Confirmation of Acceptance for Studies for students that are required to extend their Visa in the UK or return from a break in studies. <p>Other</p> <ul style="list-style-type: none"> • Function as the point of escalation for student complaints and function as an early resolution officer for student Immigration matters. • Lead on transformation projects to improve systems and student services to support UKVI Compliance and the international student experience. • Undertake corporate Registry Services roles as requested, such as attendance at student appeal and academic offences panels, assessment boards and duties at Graduation Ceremonies. • Ensure the management of resources across the International Student Services teams throughout the year to ensure all elements of the function can deliver a high-quality service during peak periods.

Duties of the role
<p>This job description reflects the main duties and responsibilities of the post. However, the post-holder may be required to fulfil other ad hoc duties commensurate with the level of the post, from time to time.</p> <p>Occasional irregular hours may be required to support the work of the wider Directorate (e.g. Student Welcome and Registration, International Student events, Open Days, Graduation Ceremonies, etc.) with occasional overseas travel.</p> <p>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 orientation.</p> <p>The post holder is required to minimise environmental impact in the performance of the role, seek to promote environmental sustainability within area of responsibility and actively contribute to the delivery of the DMU Environmental Policy.</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 compliance with statutory requirements	Essential		Y	Y		
	Experience of policy and process development and improvement	Essential		Y	Y		
	Experience of building productive and enduring relationships across different	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		

	A motivated initiative-taker who uses a high degree of own initiative	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 HE 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		
	IAA Level 1 (or higher) accreditation, or comparable work experience		Desirable	Y	Y		
	Experience of the SAP Student Record System		Desirable	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**