



Admissions & Visa Officer

Job Description

Position Overview

Department	Marketing, Admissions, Recruitment & Visas (MARV)
Location	Devon House, London (Hybrid role)
Term	Full-time; permanent
Hours	Monday to Friday (38 hours per week)
Salary	£25,000-£29,000 per annum, depending on experience
Benefits	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Start	June 2022

Reporting to the Head of Admissions and the Visa & Immigration Compliance Manager, the role comprises two functions: admissions and visa compliance.

You will assist with the end-to-end admissions process for applications, from first contact to enrolment, particularly for international applications. You will work closely with other members of the admissions team and with academic colleagues to ensure an efficient and fair application process for all applicants. In addition, you will be responsible for the day-to-day administration of visa compliance, such as the creation of CAS or the issuing of short-term study visa letters, including monitoring attendance in line with College policies.

Admissions duties and responsibilities

- To process and manage admissions applications, via UCAS, the CommonApp, and directly, in conjunction with colleagues in the admissions team and academic faculty.
- To undertake a range of applicant support activities, including telephone call campaigns, emails, web chats, and personal consultations.
- Liaise with applicants and their nominated advisers or family, to guide them through the application process, ensuring that they have all the information they require regarding the process, programmes and the College.
- To undertake admissions-focused presentations and other recruitment related activities, including providing guidance on writing personal statements, submitting competitive applications, etc.
- To offer high-quality customer service to all applicants, at all stages of the application process.
- To ensure all student recruitment/admissions practices comply with current internal and external admissions and quality assurance policies.
- To manage student data in compliance with GDPR.
- To gather applicants' references and supporting documents.
- Liaise with other members of the team and academics, to ensure prompt and complete academic consideration of each applicant.
- To liaise with the Registry, academics and external stakeholders to ascertain recognition of prior learning where required.
- Track decisions on whether to interview, arrange interviews, support applicants on interview day and coordinate post-interview feedback.
- Send official documentation regarding an applicant's offer of study and monitor the progress of these documents.

Visas duties and responsibilities

- To work closely with internal stakeholders to provide advice and guidance on the CAS issuance requirements that an individual applicant must meet in order to get a CAS from NCH.

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- To provide assistance and support to the Visa Compliance Team to ensure NCH is fully compliant with UKVI sponsorship duties.
- To monitor and evaluate visa student files and undertake regular audit checks to ensure that they meet the UKVI requirements.
- To assist with, and take part in, the enrolment and re-enrolment for international students.
- Constantly monitoring and reporting changes in student circumstances.
- To maintain data, academic engagement records and student records and the compilation of reports, annual monitoring and trend-data associated with the Visa Compliance Team and other aspects of UKVI compliance.
- To maintain and update the UKVI compliance information on NCH website.
- To liaise with staff across the whole NCH and NU for effective working, ensuring relevant and timely information is provided.
- To carry out any other duties, where required by the Visa & Immigration Compliance Manager.
- To provide basic advice to prospective students related to CAS or visa process and those registered at NCH, as they progress through the application / CAS request process.
- To check all CAS requests and the corresponding documents thoroughly to ensure that only genuine students who meet the requirements of student visa are issued with a CAS.
- To work closely with the Visa Compliance Team to ensure that all CASs are assigned correctly and within agreed deadlines.
- To track all the pending documents for CAS issuance. This will require communication with all students who have accepted an offer and paid deposit.
- To obtain regular updates on the progress of their student visa application, copies of all the student visas granted.
- To provide the College with accurate up-to-date lists of all students issued with CASs on student route visa.
- To notify the Immigration and Visa Compliance Manager of all students who are “at risk” of failing to meet the CAS issuance requirements under student route. This will require follow up contact with the students and in some cases, refer the students on for additional academic and general student support.

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- To communicate regularly with students to ensure that our student records are updated.
- To liaise with key external stakeholders as required, in particular the UK Visa and Immigration.
- To assist the Visa Compliance Team in contributing to the development and update of immigration related information for prospective international students.

Other Duties

- To undertake any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training
- Provide support to the MARV team with recruitment events, such as - Open Days/Taster Days, UCAS Fairs, interview days, etc.
- To stay up to date with organisational and governmental regulations relating to admissions and visa compliance.
- Foster a positive work environment with a good team spirit, including the wider MARV team and all other departments.

About the College

Founded in 2012, New College of the Humanities at Northeastern has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the College has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moving to new premises in 2021. NCH continues to grow taking in more students year on year, further expanding its courses, network and opportunities.

Person specification criteria (essential / desirable)

- Ability to work as part of a team and independently [E]
- Excellent written and oral communication skills [E]
- Well-developed organisational skills and time management skills, including the ability to prioritise and manage workload [E]

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- Ability to empathise and develop rapport with individuals applying to the College [E]
- Diplomatic influencing and relationship-building skills, to work with others and to convert initial enquiries into successful enrolments [E]
- High level of attention to detail [E]
- Knowledge and understanding of UK Higher Education and an intrinsic belief in the value of Higher Education [E]
- Admissions in a UK university [E]
- Knowledge of the UCAS application process [E]
- Experience presenting and conducting telephone campaigns [D]
- Knowledge of the CommonApp application process [D]
- Excellent understanding of UKVI regulations, including checking applicants' documentation [D]
- Recent experience of processing issuing CASs, including the generation of CAS communications [D]

Application process

Applications should be made via [this link](#) by 20:00 on **5 July 2022**. Please reference your application “**AV0522**”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.