1. Job Details

Job title: **Head of Visiting Student Office**
School/Support Department: CHSS Undergraduate Office/Visiting Student Office
Line manager: Head of Undergraduate Office

2. Job Purpose

To lead, develop and manage the College Visiting Student Office; support and contribute to College international recruitment policy development; UCAS admissions officer.

3. Main Responsibilities

1. **Lead, develop and manage the College Visiting Student Office to ensure it meets School and College aims & keeps pace with external developments.** Leadership, management and development of staff; development of office procedures and reporting systems; analysing statistics/trends with a view to recommending change in practice &/or policy; negotiation with International Office and Schools regarding requests for changes in existing student exchange agreements and advising on suitability of new exchange agreements; providing guidance and support to Senior Visiting Student Director of Studies, colleagues in international universities and study abroad organisations.

2. **Admissions selection and support for visiting student programmes including:** making selection decisions, in particular responsible for non-standard applications, complex feedback requests and appeals; assessment and management of transfer requests (where appropriate advising Dean of Undergraduate Studies/Schools regarding prior study suitability for required academic concessions).

3. **Admissions selection and support for undergraduate programmes including:** providing specialist guidance to enquirers; making selection decisions on UCAS applications to one School (currently Law: 2,300 applications p.a. for 160 places); provision of statistical reports to School and of feedback to unsuccessful applicants/schools; ensuring fair, transparent and efficient processing of all applications, member of Admissions Executive; updating prospectus entries; representing the College/University at local recruitment events.

4. **International Recruitment:** Secretary to the College International Committee, providing support and advice on all areas of international recruitment (UG & PG); working with university web editor on development of the University-wide online Visiting Student Prospectus; developing and updating College UG recruitment, admissions and on-course guidance and publicity material; representing University overseas at international recruitment events.

5. **Support to the Executive Dean (Resources), Deputy College Registrar and Head of UG Office on international and admissions policy development:** identifying additional service requirements or potential improvements and then recommending/implementing solutions or policy change.

6. **Other duties:** Management of Undergraduate Office budget (£23,500 p.a.); representative on University Student Portal Steering Group; deputising for Head of Undergraduate Office in their absence; duties as required by line manager or Deputy College Registrar.

4. Planning and Organising

- Plan own workload; incorporating flexibility to manage competing demands and be responsive to change.
- Manage 1 administrative officer and 2 clerical staff, direct development and change to ensure successful operation of Visiting Student Office. Supervise UG Office receptionist.
- Contribute to strategic planning through provision of specialist knowledge to increase recruitment of students at all levels in the College.
5. Problem Solving
- Negotiate recruitment policy, targets and procedures with Schools, reconciling differences between School and College.
- Apply knowledge/experience and use judgement to address issues where policy is unavailable or solutions are not apparent.
- Interpret and apply University on-course degree regulations and College admissions policies/procedure.
- Handle non-standard complaints & problems e.g. from students turned down for admission to a programme or specific course, on-course students with problems.

6. Decision Making
- Admissions selection: apply procedures consistently and know when to exercise professional judgement; all decisions are potentially subject to external review.
- How to support College goal of increasing international recruitment: maximise access to courses via negotiation with Schools; improve recruitment; improve turnaround of applications.
- Work collaboratively with Registry/MIS on development of database & management information and reporting systems.

7. Key Contacts/Relationships
- External: applicants, parents/guardians, schools/FE colleges; academic and administrative staff in international Universities; UCAS; LEAPS; Pathways to Professions.
- Internal: CHSS School Administrators, Heads of Subject Area & School, MIS, Registry, CPA, International Office, Accommodation, Disability Office, SRA, CSE & CMVM Admissions staff.

8. Knowledge, Skills and Experience Needed for the Job
- Educated to degree level with at least 4 years' relevant work experience.
- Good leadership, people-management and interpersonal skills.
- Self-motivated, able to work independently and also be a committed and effective team member able to sustain a high performance whilst under pressure.
- Good analytical skills, innovative approach to problem solving and able to communicate clearly on complex/specialist subject areas.
- Knowledge of international recruitment and challenges faced from the UK and overseas.
- High level of computer skills including database and web experience.

9. Dimensions
Line Manager for 3 clerical staff and 1 administrative officer. The visiting student fee income is £2m (intake of approx 900/1,100 applicants). The post holder currently splits their time roughly ⅔ on visiting student and ⅓ on undergraduate work and is required to keep abreast of both areas and of developments in postgraduate recruitment.

10. Job Context and any other relevant information
Post involves independent decision-making and liaison and negotiation with many parts of the university, external partners and “customers”. Initiative and drive are required, Post holder has significant autonomy and maintains a wide portfolio of activities at any one time.