**JOB TITLE**: Deputy Head of International Compliance Services

**DEPARTMENT:** International Higher Education

**LOCATION:** Home and Office based, London or Manchester

**POSITION:** Full-time, permanent

**REPORTS TO:** Head of International Compliance Services

**JOB PURPOSE**

BPP University recruits a large number of international students and, as a sponsor with a good track record of compliance, needs to offer a range of compliance and support services to ensure that students are able to achieve the best possible outcomes and that BPP remains compliant at all times with UKVI regulations and the Sponsorship Guidance.

The Deputy role will be responsible for the line management and the smooth running of 2 key teams – Visa Compliance and Engagement Monitoring. The Deputy will ensure that each team effectively fulfills their responsibilities, aligns with key metrics and KPIs, and that staff are well-supported.

Candidates will be expected to have good communication and interpersonal skills, significant experience working in the UK Higher Education Provider sector and good knowledge of the Immigration rules especially in relation to Sponsored Students.

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

The key duties outlined below apply in general:

This includes:

The post holder will:

* + Line manage two teams, each of which undertakes a specific set of activities to support the international student population and BPP’s regulatory responsibilities.
	+ Develop and maintain appropriate relationships across BPP to ensure the teams can be successful in achieving their objectives.
	+ Aid in monitoring the performance and outputs of each team, ensuring that metrics, data, and reporting are up-to-date to support internal requirements and external reporting.
	+ Promote effective collaboration among the teams and with stakeholders to ensure effective working relationships and issue resolution at the source.
	+ Collaborate with data experts to ensure that data sources and dashboards meet the needs of the teams to enable them to fulfill their duties.
	+ Assist the Head of International Compliance Services in ensuring all team members are effectively trained on UKVI regulatory responsibilities and guidance.
	+ Ensure teams operate within clearly articulated policies and standard operating procedures.
	+ Act as the first point of escalation for student/regulatory visa compliance issues.
	+ Work alongside other international teams to ensure consistent operational processes and effective use of data.
	+ Occasionally be required to represent the international team at the University Operations Group and other working groups as required, in the absence of or in support of the Head of International Compliance Services.

The above constitutes the major activities but is not a comprehensive or exclusive list of the duties required and all members of staff are expected to work as part of the Compliance Services team. The Head of International Compliance Services may vary the duties from time to time, which reflect BPP’s priorities but do not change the general character of the job or the level of responsibility entailed.

**SKILLS, KNOWLEDGE, EXPERIENCE REQUIRED FOR ROLE**

**Essential**

A degree or equivalent professional qualification preferred, however applications from candidates with appropriate and relevant work experience or other equivalent qualifications will also be considered.

* Line management experience of hybrid working teams.
* Able to demonstrate good planning and organisational skills.
* Confident user of Microsoft Outlook, Microsoft Excel, and PowerPoint
* Reporting and Data analysis skills
* Ability to construct professional email/written communications.
* Experience in dealing with people from a range of cultural backgrounds.
* Ability to communicate with students and staff in a helpful and professional manner.
* Confidence in dealing with difficult or sensitive situations and maintaining confidentiality.
* Good understanding of the HEP environment
* Self-motivated with an ability to thrive under pressure.

**Desirable**

* Immigration Advice experience or Counselling qualifications
* Mental Health First Aider
* Knowledge of student visa compliance and rules around the Sponsored Student scheme
* An understanding of other immigration rules and regulations