

Sotheby's INSTITUTE OF ART

Admissions and Compliance Officer - London

Department:	London Admissions
Reports to:	Admissions and Recruitment Manager
Location:	London
Type:	Permanent
Salary:	£31,000 - £35,000 depending on qualifications and experience

Background

Founded in 1969, Sotheby's Institute of Art - London is among the world's leading postgraduate level institutions offering Master's Degree programmes and Semester, Summer and Short Courses in art scholarship, connoisseurship and art business. Sotheby's Institute of Art - London has a partnership with the University of Manchester, which validates its academic courses, ensuring that it is firmly placed within the UK higher education landscape.

This is an exciting opportunity to serve as a member of the Global Admissions and Recruitment team and provide excellent customer service to prospective students with the goal of increasing enrolment across our range of programmes and courses. The role requires an experienced Admissions professional with UK student immigration knowledge who will support the Admissions team in implementing the systems and processes required to comply with the requirements set by the Home Office/UKVI and to ensure the retention of the Institute's Student Sponsor Licence.

Candidates must possess excellent oral and written communication skills and be effective team players. Strong organisational and administrative skills are required, together with a flexible, proactive approach to work and a meticulous eye for detail. Applicants must also be able to demonstrate a commitment to excellent customer service.

Tasks & Responsibilities include

Admissions Compliance

- Act as the first point of contact offering expert guidance and support to applicants in relation to Home Office/UKVI student immigration compliance.
- Monitor UKVI requirements and changes and implement appropriate compliance measures to minimise visa refusal/non-enrolment rates.
- Benchmark overseas qualifications against entry requirements.
- Conduct Admissions credibility and Pre CAS interviews.
- Responsibility for reviewing and assigning Confirmation of Acceptance for Studies (CAS) in the UKVI online sponsorship management system, adhering to the latest policy guidance, and issuing visa letters to applicants for use in their visa applications.
- Conduct 'right to study checks' during enrolment and as required for updates in order to ensure the Institute upholds its Student Sponsor Licence responsibilities.

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- Support the Admissions and Recruitment Manager to prepare documents required for a UKVI internal and external audits.
- Track and monitor students whose leave is due to expire and refer as appropriate to the Admissions and Recruitment Manager.
- Run relevant reports and action as appropriate to meet and UKVI record keeping and reporting duties and responsibilities.
- Maintain systems and processes which comply with the Institute's sponsor duties and obligation under its Tier 4 Sponsor Licence responsibilities.

Enquiries Management

- Maximise conversion rates from Application to Enrolment at each key stage of the decision making journey through phone calls, webinars, emails, social media and alumni contacts.
- Maximise conversion of enquiries that are generated via direct and indirect channels
- Maintain management information on enquiries using Salesforce, the Customer Relations Management (CRM) system and the Student Records System.

Admissions and Recruitment

- Responsibility for the processing and first level screening of applications across the full portfolio of SIA programmes and communicating entry decisions to applicants.
- Assess international applications in accordance with the Institute's Admissions Policy and entry criteria. Investigate and analyse supporting documents and, where necessary, make use of all available verification resources such as UK NARIC and IELTS TRF.
- Ensure the accuracy and integrity of data entered and maintained held about prospective students on the Student Records Management and CRM systems.
- Ensure that before offers are made, international applicants meet the rules set out by the UKVI, with the support of the Admissions and Recruitment Manager if required.
- Work closely with Admissions colleagues, the Marketing department and academic staff to develop, implement and evaluate conversion plans which maximise conversion outcomes from enquiry to application; application to offer; offer to acceptance; and acceptance to enrolment.
- To participate in campus, overseas and virtual and student recruitment events as and when required and support the delivery of open days, enrolment activities and other special events.

Person Specification Essential criteria

1. Educated to degree level
2. Experience of working in a higher education admissions environment and dealing with high volumes of applications for higher education and CPD programmes.
3. Experience in using IT packages, CRM platforms, Students Records Systems and the UKVI Sponsorship Management System (Level 1 user) and a willingness to learn how to use new systems and software.

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4. Up to date operational knowledge of the UK Immigration system, particularly the Student visa route.
5. High level of interpersonal skills with an ability to communicate sensitively, courteously and effectively with a wide range of constituencies, and aptitude to express complicated information clearly both verbally and in writing.
6. Ability to work under pressure, prioritise work, meet deadlines and anticipate peaks in workflow.
7. Highly customer focused, experienced in providing high level of service delivery.
8. Ability to enter data accurately and review all information as required and produce written reports and data analysis.
9. Ability to work as part of a team as well as show initiative to complete tasks independently when required.
10. Able to work flexible hours as needs arise e.g. staying late to complete urgent work, assisting with events and attending and running global recruitment events overseas on an ad hoc basis.
11. Ability to research issues, good networking skills and ability to interpret data to Institute staff.

The above list of responsibilities may not be exhaustive, and the post holder will be required to undertake such tasks and responsibilities as may reasonably be expected within the scope and grading of the post.

Please note the following:

- **Applicants must be eligible to work in the UK**
- **Please submit both your CV and a covering letter for this position. The covering letter should detail your interest in this role and address the essential skills, experience and knowledge requirement contained in the job description.**
- **Please submit all documents to: vacancies@sothebysinstitute.com**
- **Please state in your email where you have seen this role advertised.**
- **Please include details of 2 referees, one of which should be your current / most recent employer. Referees will not be contacted without seeking prior agreement with the applicant.**
- **Benefits include 25 days annual leave plus minimum of 2 days additional leave during the Christmas period, life insurance and 24/7 access to an Employee Assistance Programme.**

Closing date for applications is 28 February 2021.