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| Last updated: | January 2025 |

**JOB DESCRIPTION**

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| Post title: | **Agent Compliance Manager** | | |
| Standard Occupation Code: (UKVI SOC CODE) | TBC 41XX – Depends on Specialist Area and Key Accountabilities | | |
| School/Department: | International Office – Global Admissions, Recruitment and Marketing | | |
| Faculty: | Professional Services – Student Experience Directorate | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 4 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Head of International Office Operations | | |
| Posts responsible for: | Agent Partnership Coordinator | | |
| Post base: | Office-based/Hybrid | | |

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| Job purpose |
| This post is responsible for managing the University of Southampton’s education agent portfolio with a primary focus on ensuring compliance with internal, national, and international regulations, particularly the Agent Quality Framework.  Acting as the university’s expert on agent standards and processes, the post is responsible for the continued improvement of university commission structures, overseeing agent standards and agreements, and coordinating agent use of the Agent Application Portal to support international recruitment operations.  The post will provide expert advice, detailed reporting, and market insights while managing staff and contributing to broader initiatives within the Global Recruitment, Admissions, and Marketing division to enhance the experience for our international agent partners and prospective international students. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To be responsible for the management of the university’s international educational agent portfolio and the provision of specialist and professional advice to aid management decisions and provide support services to both internal and external customers, including acting as university expert on the Agent Quality Framework as established by British Council, UUKI, BUILA, and UKCISA. This includes:   * Establishing and enforcing university standards for agent partners and co-creating a robust annual review process in conjunction with the international recruitment team. * Liaise with Legal Services on formal university Agent Agreement and ensure prompt completion of requirements for approved new and renewed agent partners. * Acting as point of contact and managing relationships with EdTech partners that are included in the University’s agent portfolio * Creating processes and procedures to support documentation of agent compliance as needed for legal and auditing purposes. * Reporting and providing training to relevant staff of changes or updates to legal or other regulations as it relates to their international strategies or KPIs. | 30 % |
|  | To manage and contribute to annual University wide commission project using specialist knowledge of international education agency sector to ensure prompt payments. Leading short-term projects within own department for possible partnerships with external providers to support continuous improvement of commission processing.  To advise and make recommendations to key university groups on internal commission structure, ensuring it is aligned with recruitment goals of the university, including market research where available on designated markets and key competitors with support of colleagues responsible for market research. | 20 % |
|  | To track carry out detailed assessment and analysis of issues and problems pertaining to agent performance for the university, including but not limited to visa refusals, application withdrawals and non-admissible applications. Using specialist knowledge of international HEI sector to identify and recommend appropriate solutions, as it relates to monitoring attrition, wider student recruitment objectives, and university strategic goals, | 15 % |
|  | To draft reports and deliver briefings and presentations, with statistical analysis on specific or bespoke projects, campaigns, or initiatives within GRAM as required using data obtainable from agent dashboard or other PowerBI dashboards across the university on agent performance, commission, or other topics within specialist knowledge | 10 % |
|  | To line manage staff as required, including setting objectives and targets, ensuring standards and quality of outputs, carrying out appraisals, and supporting professional development. | 10 % |
|  | To attend internal and external meetings to ensure that issues associated with agent management are appropriately represented and reported. This includes regularly attending BUILA and AQF Practitioner meetings to support acting as university specialist for agent compliance standards. | 5 % |
|  | Contribute, as a member of the Global Recruitment, Admissions, and Marketing department, towards broader initiatives to ensure and implement an excellent applicant and student experience. This includes participation in cross-functional activities such as international student registration, open days and confirmation and clearing. | 5 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5 % |

| Internal and external relationships |
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| * Other members of Internatinal Office and Global Recruitment, Admissions, and Marketing Team * Staff in other Professional Services and faculties across the university * Vice Presidents International, Associate Directors International * University Legal Services * University Finance * External partners, including international agents and agent representatives * Prospective students, parents, and teachers |

| Special Requirements |
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| This role could involve rare overseas travel and during these times will require variable hours of work whilst maintaining a professional demeanour.  The ability to work independently for long periods whilst remaining a fully contributing member of the team, including with staff/colleagues located across different time zones. |

**PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| **Qualifications, knowledge and experience** | Skill level equivalent to achievement of HND, Degree, NVQ4 or basic professional qualification.  Able to apply an awareness of principles and trends in a specialist field and an awareness of how this affects activities in the University.  Ability to accurately analyse and interpret quantitative and qualitative data, presenting summary information and proposed actions in a clear and concise format.  Experience and knowledge of international higher education and international educational agents.  Professional evidence of a strongly developed awareness of customer service standards. | Membership of relevant professional body such as BUILA, BUTEX etc.  Experience working directly with international agents in a professional capacity to support HEI recruitment efforts, including agent engagement and marketing strategies.  Professional experience within the Agent Quality Framework. | Application and Interview |
| **Planning and organising** | Able to seek opportunities to progress a broad range of activities within professional guidelines and in support of University policy and appropriately prioritise a variety of tasks and competing priorities.  Professional evidence of strong attention to detail, ensuring accuracy and thoroughness in both planning and execution.  Ability to gather and interpret data to make sound and informed decisions in alignment with university goals and strategy. | Evidence of having developed strategies to support international student recruitment.  Experience of successful project management, process development and/or implementation for large organisations or HEIs. | Application and Interview |
| **Problem solving and initiative** | Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them, using sound judgement towards quick resolution.  Able to identify, manage, review and adjust critical business processes and procedures to meet efficiency and service requirements.  Ability to independently research and assess market trends, opportunities and/or threats and to recommend responses accordingly. | Professional experience of strong numerical skills for budget tracking or other purposes | Application and Interview |
| **Management and teamwork** | Able to proactively work with colleagues in other work areas to achieve outcomes.  Able to delegate effectively, understanding the strengths and weaknesses of team members to build effective teamwork, including conflict resolution skills and ability to address disputes diplomatically with a diverse audience.  Able to formulate development plans for own staff to meet required skills.  Willingness to coach and professionally develop team members. | Experience of successfully managing and developing staff. | Application and Interview |
| **Communicating and influencing** | Able to provide accurate and timely specialist guidance on complex issues.  Able to use influencing and negotiating skills to develop understanding and gain co-operation.  Excellent oral and written communication skills, including the ability to present to diverse audiences effectively and engagingly. | Able to use influencing and negotiating skills to develop understanding and gain co-operation with internal and external stakeholders to influence a diverse audience. | Application and Interview |
| **Other skills and behaviours** | Professional experience working with colleagues or potential partners from other cultures high levels of intercultural sensitivity.  Competent in use of Microsoft Office suite of products, including Microsoft Teams. | Second language proficiency with capability to apply it in a professional context. | Application and interview |
| **Special requirements** | A willingness and ability to travel and work irregular or long hours when required for travel, including internationally.  A commitment to upholding our equality, diversity, and inclusion strategic plan in spirit and in practice. |  | Application and Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |