

Job Title: Global Outreach and Operations Compliance Officer

Unit/School: Global Engagement

Grade: 5A/B

HERA: INT66

## Core purpose of role

The Global Engagement Directorate is responsible for the international student welfare and academic study skills support, student immigration compliance, student/staff international mobility, as well as the University's transnational education partnerships and global strategic partnerships.

Global Engagement also supports the University's access to US Student Loan Funding and US Private Loans, develops and manages bids for externally funded projects to support internationalisation initiatives across the university, such as student and staff international mobility (both inwards and outwards), capacity building and widening access.

As a key member of the Global Outreach and Operations team, the post holder will:

- Be responsible for ensuring that compliance obligations relating to funding bodies and the provision of information to stakeholders is met.
- Be responsible for ensuring that the University is compliant in all Global Engagement contractual obligations, particularly in the areas of US Federal Loan administration, external funded projects, UK Visa and Immigration (UKVI) and Agents.
- Create, implement, manage and develop systems, policies and procedures relating to the legislative requirements.
- Contribute to the Global Outreach work of the Directorate, implementing new initiatives and communicating the achievements.

The post holder will be forensic in detail, competent in accessing and managing a variety of systems, and proactive in their desire to improve both our systems and our processes. The post holder must possess excellent communication, negotiation, and organisation skills as well as a high level of initiative in order to ensure that the most efficient and effective systems are in place to support Cardiff Met's Internationalisation Strategy.

## Key responsibilities and contributions

- Responsible for managing and overseeing the compliance obligations for all Global Engagement contractual arrangements and the provision of information to key stakeholders liaising both internally and externally where required.



- Manage all processes in relation to the provision of Global Engagement's international agreements, to include Transnational Education Agreements, Memorandum of Understanding, Progression Agreements, Mobility Exchange Agreements and Agent Agreements.
- Manage all processes relating to the compliance to the US Federal Direct Student Loan programme and US Private Loans , developing policies and procedures to ensure Global Engagement Directorate and other Units (e.g. Finance) are compliant with US Department of Education requirements, and compliant with annual audit requirements.
- Project manage all systems and processes relating to immigration legislation within the University as appropriate.
- Manage US Federal loan budgets, and externally funded project budgets using expert and up-to-date knowledge of regulations to determine compliant expenditure.
- Lead on the review and development of enhancements to Global Engagement business processes to deliver a first-class service. Working with the Business Improvement Service to contribute to wider university systems that meet the needs of Global Engagement stakeholders.
- Regularly review, audit and assess performance and quality of Global Engagement services and compliance to contractual obligations and external regulatory requirements; ensuring high standards are achieved and maintained and examples of good practice are disseminated.
- Responsible for all Global Engagement communications both internal and external, developing robust communication strategies that work to strengthen the Global reputation of the University.
- Keep updated on all key issues affecting Global Engagement contractual obligations and develop and deliver training to Cardiff Met's international stakeholders to maintain compliance with university and external organisation regulations.
- Responsible for agreed international visits and long haul overseas trips as required. Such visits include high-level liaison and networking with Educational Ministries, Government Departments and key international partners and representing Cardiff Met at international events as required.
- Regularly undertake and manage projects as delegated by the Global Outreach & Operations Manager and Director of Global Engagement and feedback as appropriate.

### **Person specification**

#### **Essential qualifications / Professional memberships**

- Educated to Bachelors degree level with II class honours or above

## **Essential experience, knowledge and skills**

1. Knowledge of US Federal Loan administration in UK Higher Education
2. Knowledge of Tier 4 immigration regulations
3. Knowledge and understanding of international cultures
4. A systematic, disciplined and analytical approach to problem-solving, with the ability to calculate and interpret financial and statistical data quickly and efficiently, and the ability to evaluate information against set criteria or guidelines
5. Ability to accurately maintain financial/administration records according to external and internal rules and regulations
6. Ability to prioritise and organise administrative operations with great attention to detail, and to ensure deadlines are met with accuracy
7. Ability to advise, analyse and interpret complex issues as well as understand and apply rules and regulations and be a source of authoritative advice
8. Project management skills and abilities
9. Ability to work proactively on own initiative
10. Experience of working within a Higher Education environment
11. Experience of working with international staff and students
12. Experience in communication and answering queries from International stakeholders

## **Desirable**

1. Experience of US Federal Loan Systems and the configuration of its records and data structures
2. Experience of working in a compliance area
3. Expert knowledge of developing contractual terms for international partnerships

## **Welsh skill requirements**

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language](#)

[skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
<b>A1 – Beginner</b> Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
<b>A2 - Basic user</b> Can deal with simple, straightforward information and communicate in basic Welsh.				
<b>B1 - Intermediate user</b> Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
<b>B2 - Upper intermediate user</b> Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
<b>C1 - Fluent user</b> Can communicate fluently in Welsh.				
<b>C2 - Master user</b> Can communicate fluently on complex and specialist matters in Welsh.				

### Disclosure & Barring Service requirements

This post does not require a DBS check.

### Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.

