

# The Leicestershire College

## Job Description

### 1. Job Details

Job Title:	International Admissions Officer (Part-time)
Department:	Recruitment & Marketing
Reporting To:	Senior International Officer
Competency Level:	Business support 3
Hay Grade:	G3
Salary:	£18,054 per annum (Based on a FTE of £30,090)
Date of Job Evaluation:	tbc
Date:	April 2026

### 2. Job Purpose

Reporting to the Senior International Officer, the role is responsible for processing international student applications and admissions, contributing directly to the achievement of international student recruitment targets.

The postholder will maintain up-to-date knowledge of UK Visas and Immigration (UKVI) requirements and demonstrate strong awareness of strategic partnership programmes available at Loughborough College.

Working collaboratively with Further Education Admissions, the Higher Education Registry, and Elite Sport provision teams, the International Officer will develop and maintain a comprehensive understanding of the College's study options.

The role will focus on converting prospective international students from initial enquiry through to enrolment, ensuring a smooth, informed, and positive customer journey at every stage.

### 3. Dimensions

*Not applicable.*

Name:	Job Description Template -TLC	Owner:	HR
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#### 4. Organisation chart



#### 5. Diversity and Inclusion

Loughborough College Group is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of our organisation.

We are all responsible for ensuring that all individuals receive the same opportunities to develop, grow and achieve their full potential, regardless of personal circumstances and individual differences.

Our FREDIE values are relevant to the whole College community and support the way in which we work and interact with each other.



## 6. Key Responsibilities

### Role specific responsibilities

- Manage and process applications, application-related enquiries and all associated correspondence from non-UK prospective students, received via multiple channels including the online application system, UCAS, recruitment agents, partner institutions, and internal colleagues.
- Ensure applications and associated correspondence are processed accurately, efficiently and within agreed internal and external Service Level Agreements, delivering consistently high standards of customer service.
- Liaise effectively with key internal and external stakeholders to ensure the delivery of an efficient, transparent admissions service. Provide clear guidance on application processes and issue regular updates on application status as cases progress.
- Assess a wide range of international academic and English language qualifications in line with the International Qualifications Database, referencing ECCTIS (UKNARIC), Ofqual and other appropriate sources as required.
- Verify academic qualifications, references and identity documentation; undertake quality assurance checks on all applications; identify and investigate potential fraud; and liaise with relevant external organisations and agencies where necessary
- Assess applicants' eligibility for sponsorship under the Student Visa route, including their ability to meet UKVI requirements, escalating cases with potential risk factors to the Senior International Officer.
- Make course offers in compliance with Right to Study requirements and the UK Points Based Immigration System, providing clear guidance to applicants on CAS requirements and broader international student regulations throughout the admissions process.
- Prepare, issue and manage Confirmations of Acceptance for Studies (CAS) in accordance with internal procedures and UKVI regulations.
- Ensure all international admissions processes operate in full compliance with Sponsor Licence duties, regulatory requirements, and relevant legislative frameworks, including data protection and consumer law
- Monitor and evaluate the outcomes of international recruitment activity, producing reports on target performance, competitor analysis and market trends; support forecasting of student numbers and expenditure; and contribute to strategies for optimising recruitment outcomes.
- Act as a central point of communication between the International Office and Curriculum Teams, ensuring timely and accurate sharing of information relevant to international recruitment, admissions and enrolment.
- Maintain timely and accurate records within the International CRM system, including CAS data, attendance monitoring and key student information.
- Administer additional stages of the admissions lifecycle, including fee assessments, arranging pre CAS interviews, identifying additional English or academic support needs, and supporting enrolment, registration, induction, arrival monitoring and issuing joining instructions.
- Maintain accurate International Office records and databases, including individual student files and College wide records such as CAS and attendance data.
- Liaise with the Finance Office to support reconciliations relating to agent commission payments, applicant deposits and tuition fee payments, producing associated reports and undertaking required checks.
- Provide administrative and operational support for internal and external audits or inspections, including ESFA, UKVI, Ofsted, Matrix and other funding or regulatory bodies.

- Attend relevant internal and external training events to maintain up to date knowledge of admissions processes, international qualifications and regulatory requirements.
- Represent Loughborough College, where appropriate, at recruitment events, open days and other internal or external promotional activities.
- Participate in regular meetings with key cross College partnership cohorts, as agreed with the Senior International Officer, ensuring relevant information is shared with the wider International team.
- Undertake any other duties, either temporarily or on an ongoing basis, that are commensurate with the role and grade.

### Core Responsibilities

- To promote the College groups vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college group in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College Group and its subsidiaries as the first-choice destination for learners, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

## 7. Key Result Areas

Action	Result
<b>Ensure all international admissions processes operate in full compliance with Sponsor Licence duties, regulatory requirements, and relevant legislative frameworks, including data protection and consumer law</b>	Regulatory requirements met, securing the sponsor licence, enabling the Group to diversify the recruitment pathways for students to study with LCG.  A future Proof College  High levels of staff engagement, where staff take responsibility and are accountable
<b>Friendly, welcoming and efficient service provided to all incoming customers</b>	Excellent first impressions lead to a cohesive and successful induction experience.  A future Proof College  High levels of staff engagement, where staff take responsibility and are accountable
<b>Assess applicants' eligibility for sponsorship under the Student Visa route, including their ability to meet UKVI requirements, escalating cases with potential risk factors to the Senior International Officer</b>	All demands met at a crucial time for the business and its customers.  A future proof College  High levels of staff engagement, where staff take responsibility and are accountable

<p><b>Maintain timely and accurate records within the International CRM system, including CAS data, attendance monitoring and key student information</b></p>	<p>Regulatory requirements met, securing the sponsor licence, enabling the Group to diversify the recruitment pathways for students to study with LCG.</p> <p>A future Proof College</p> <p>High levels of staff engagement, where staff take responsibility and are accountable</p>
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## 8. Key Working Relationships and Communications

**Internal:** All Business/Curriculum support teams including marketing, finance, Careers, HR, MIS and commercial teams. Curriculum teams. Learners and Parents/Guardians.

**External:** External agencies.

## 9. Scope for Impact

*Not applicable.*

## 10. Competency Profile

The following profile is a description of the required competencies of the role:

<p><b>Working with Excellent People</b></p> <p>Brings leadership qualities to supervisory skills; inspires others to be their best considering the FREDIE values. Effectively manages team to deliver a service, providing clear direction and support.</p> <p>Increases employee engagement Communicates with impact and sophistication; adapts style and uses varied media to meet different audience needs.</p>	<p><b>Responsiveness</b></p> <p>Supports change and supports colleagues in adapting to change. Looks for opportunities to do own job better; puts forward ideas.</p> <p>Always considers longer term impact of own tasks Uses a structured and collaborative approach to solving problems in own and related work areas.</p> <p>Reaches clear, definite and timely decisions based on thorough understanding of the facts and an eye to their practical implications.</p> <p>Multi-tasks and consistently delivers own and team objectives on time and to standard.</p>
<p><b>Ensuring Financial Sustainability</b></p> <p>Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.</p>	<p><b>Self-Awareness</b></p> <p>Manages and improves health, safety and wellbeing of team; team or department comply fully with College policies.</p> <p>Improves diversity, equality and inclusion in own area; challenges inappropriate behaviours. Understands self and others; communicates with sensitivity; handles difficult people and events effectively.</p>
<p><b>Delivering Excellent Quality</b></p> <p>Anticipates customer needs; prevents poor service; delivers consistently high-quality service. Informs and promotes subject area convincingly; is an ambassador for the College's activities.</p> <p>Takes ownership for own development, supports that of others and develops beyond own role.</p> <p>Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations.</p>	

## 11. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	L3 or above qualification in Customer Service or IAG, or similar, or willingness to work towards	•		Application/ Certificates
2.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
<b>EXPERIENCE</b>				
3.	Experience of using Microsoft Office applications (e.g. Word, Outlook and Excel)	•		Application/ Interview
4.	Strong experience in a customer service environment	•		Application/ Interview
5.	Experience of teamwork within a fast-paced environment	•		Application/ Interview
6.	Experience of managing a caseload effectively	•		Application/ Interview
<b>SKILLS &amp; KNOWLEDGE</b>				
7.	Excellent customer service, interpersonal and customer relationship building skills	•		Application/ Interview
8.	Be able to work flexibly and with excellent attention to detail	•		Application/ Interview
9.	Ability to work accurately under pressure		•	Application/ Interview
10.	Possess strong planning and organisational skills		•	Application/ Interview
11.	Excellent communication skills, both oral and written	•		Application/ Interview
12.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
<b>BEHAVIOURS</b>				
13.	Demonstrate cultural awareness and sensitivity to the needs of international students and their parents/guardians	•		Interview
14.	Highly motivated, with an ability to work with people operating at all levels within the organisation.	•		Interview
15.	Committed to providing excellent customer service	•		Interview
16.	Promote the College's equal opportunities policy and practices	•		Interview
17.	Ensure the safeguarding of students	•		Interview

## Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. As part of this role, you are expected to undertake reasonable additional duties such as Exam Invigilation, Welcoming Students and Staff onto campus, supporting with open days and promoting a safe environment across the College Group. This is expected of you in the post mentioned above and all other posts within the College Group.
3. This job description and person specification was prepared in April 2026 and may be amended in light of changing circumstances following discussion with the post holder.

## 12. Job Description Agreement

<b>Job Holder Signature</b>		<b>Date</b>	
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