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# JOB DESCRIPTION

**POST:**  Global CAS Manager

**REF:**  TBC

**DEPARTMENT:**  YSJ Global

**LOCATION:** York Campus

**GRADE:** 6

**REPORTING TO** Head of Global Recruitment & Conversion

**SUPERVISORY RESPONSIBILITY:** None

# JOB PURPOSE:

YSJ Global has an exciting opportunity for a skilled and detail-oriented professional to join our growing Global Recruitment team.

The Global CAS Manager will oversee the efficient and accurate issuance of Confirmation of Acceptance for Studies (CAS) for our international students.

Ensuring a high level of accuracy and efficiency, this role is critical in ensuring that CAS are processed promptly, ensuring our students receive the best customer service to ensure a smooth and seamless visa application process.   
  
The CAS Operations Manager will collaborate closely with various departments across the university, including the Global Recruitment and Admissions teams, the academic registrar, finance and data quality teams, to ensure data accuracy and a positive student experience.

The ideal candidate must have a minimum of two years of international admissions or UKVI Visa Compliance experience and possess a strong understanding of the International Higher Education sector. Additionally, they should be able to identify and implement improvements to the CAS issuance process in order to enhance efficiency and accuracy.

# DUTIES AND RESPONSIBILITIES:

1. Manage the end-to-end process of Confirmation of Acceptance for Studies (CAS), ensuring all CAS are issued accurately and on time including CAS for foundation, undergraduate, postgraduate taught, and postgraduate research courses across multiple intakes
2. Oversee CAS production and ensure compliance with all relevant UKVI regulations and internal policies and standards
3. Act as a Level 1 User of the Home Office Sponsor Management System (SMS), including Creating and deactivating SMS user accounts for YSJU users
4. Work closely with the Head of Immigration & Compliance, Academic Registrar, Data Quality, Finance, Admissions, schools and other relevant departments to ensure the accuracy of student data in relation to CAS including course start and end dates, course records and course codes, deposits and student payments – troubleshooting where necessary to ensure data integrity.
5. Maintain accurate and detailed records of Confirmation of Acceptance for Studies (CAS) documents issued to students, ensuring the timely and precise logging of CAS issuance .
6. Providing regular reports as necessary relating to CAS statistics and Basic Compliance Assessment (BCA) standings
7. Develop and maintain effective communication channels to facilitate smooth operations and resolve any CAS-related issues or inquiries from staff and student – including adding SMS Sponsors notes where appropriate
8. Act as the central point of contact for relevant Departments and Schools, providing relevant CAS issuance datasets or reports at key points of the recruitment cycle
9. Deliver training and updates on CAS and UKVI compliance to external stakeholders including partners and our internal remote teams based around the world
10. Stay informed about changes in UKVI regulations and ensure the university's CAS processes are updated accordingly.
11. Oversee the annual CAS allocation request for the university – liaising with the Director and Head of Global Recruitment and Conversion to ensure the successful renewal of our yearly CAS allocation
12. Participate in and lead online events and webinars to provide guidance on CAS issuance to prospective students, ensuring they understand and can meet necessary insurance requirements.
13. Support close working relationships between the Head of Global Recruitment and Conversion, Global Admissions Manager and academic staff responsible for recruitment and admissions to deliver an effective and efficient service for applicants and to ensure a consistent approach which observes the need for equity and maintains agreed academic standards.
14. Support enrolment and orientation of international students and monitor changes in student circumstances.
15. Conduct regular audits of CAS records to ensure Compliance with UKVI regulations.
16. Represent YSJ Global on working groups and key committees and - developing a professional network of contacts in visa and compliance, admissions and recruitment both internally and externally
17. High-level understanding of cultural diversity and sensitivity to the needs of international applicants.
18. Line manage direct reports including setting objectives and monitoring performance in line with the Leading in YSJU Framework and PDR process.

## Plus

* Any other duties as may reasonably be required.
* Ensure that the highest standards of professional performance are maintained.
* Demonstrate a personal commitment to equality, diversity and inclusion and ensure equal opportunities are integral to the work of the department.
* Ensure compliance with relevant legislation and statutory codes of practice, as advised.
* Participate in the arrangements for performance review.
* Ensure that professional skills are regularly updated through participation in training and development activities.
* Ensure all University policies are implemented within the remit of this post.

# HEALTH & SAFETY

Under the Health & Safety at Work Act 1974, whilst at work, members of staff must take reasonable care for their own health and safety and that of any other person who may be affected by their acts or omissions.

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post’s main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

# PERSON SPECIFICATION

**POST TITLE:** Global CAS Manager

**SCHOOL / DEPARTMENT:** YSJ Global

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

## Education & Training

|  |  |  |
| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
|  | *Essential / Desirable* | *Application / Interview / Test / Presentation* |
| Educated to degree level or equivalent | Essential | A |
| Minimum of two ears of experience in Visa Compliance or international admissions, including CAS issuing experience. | Essential | A |

## Knowledge & Experience

|  |  |  |
| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
|  | *Essential / Desirable* | *Application / Interview / Test / Presentation* |
| Demonstrable line management experience | D | A/I |
| Significant experience in international visa and compliance or international admissions within the HE sector in the UK | E | A/I |
| Strong understanding of the UKVI regulations related to CAS issuance. | E | A/I |
| Detailed knowledge of the admissions of students who require visas to UK Universities, including visa compliance | E | A/I |
| Experience in supporting international students in their application journey from initial enquiry to enrolment | E | A/I |
| Excellent organisational and time management skills with a keen attention to detail | E | A/I |
| Experience in maintaining data and an understanding of the importance of keeping good-quality data | E | A/I |
| Strong communication and interpersonal skills, with the ability to work effectively with a diverse range of stakeholders. | E | A/I |
| Experience in using complex data record systems and relational databases | E | A/I |
| Experience working with confidential data and knowledge of data protection guidelines | E | A/I |
| Commercial acumen demonstrated through experience of working in a target-driven environment. | E | A/I |

## Skills & Attributes

|  |  |  |
| --- | --- | --- |
| **The post holder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
|  | *Essential / Desirable* | *Application / Interview / Test / Presentation* |
| Ability to manage others and to motivate in a high-performance culture | D | A/I |
| Advanced IT skills, including working with large relational databases | E | A/I |
| Strong analytical skills to interpret and apply Immigration Rules and sponsor guidance by UKVI/Home Office  guidance related to CAS issuance, ensuring compliance with current immigration regulations. | E | A/I/P |
| Excellent project coordination, analytical and organisational skills | E | A/I/P |
| Skilled in managing complex situations involving international students, agents, partners, or third parties, including the ability to communicate difficult decisions effectively and diplomatically. | E | A/I/P |
| Demonstrable understanding of and commitment to fair access to higher education. | E | A/I |
| Excellent verbal and written communication skills, adaptable to a wide range of audiences. | E | A/I/P |
| Methodical approach, meticulous attention to detail and ability to develop and sustain excellent administrative processes while working to deadlines | E | A/I |
| Ability to deal with complex issues, working to tight deadlines and maintaining excellent accuracy levels. | E | A/I |
| An awareness of changing customer expectations and the ability to adapt to reflect these. | E | A/I |
| Strong understanding of international admissions and respective entry requirements | E | A/I/P |

## The Leading in York St John Framework

YSJ is my University, I choose to be here, and I show my commitment by contributing to its long-term success. This Framework is used in our Recruitment & Performance Development Reviews, please take these into consideration when making your application and in your role.

|  |  |
| --- | --- |
| **Self-Assured** | I take personal responsibility. If not me, then who? If not now, then when? |
| **Agile** | I am proactive, creative and responsive in testing solutions. I continuously adapt my Approach. |
| **Socially Aware** | I contribute my knowledge, skills and time to the broader University community. |
| **Tenacious** | I confidently and passionately contribute my ideas and support others to do the same. |
| **Open-Minded** | I communicate with empathy and positivity, without prejudice. |

## Special Features

Be prepared to undertake some travel as part of the role, mainly in the UK, but potentially overseas to support partners or in-country offices.