

## Hello, we're The English Studio!

The English Studio is a language provider passionate about delivering life changing experiences that really make a difference to our customers worldwide. We are a young, energetic, fun and fast-paced business to work for and we offer excellent opportunities to ambitious people (like us!). Diversity is at the heart of our business as we welcome students to our schools from every corner of the globe on a daily basis. We apply the same ethos to our staff – our Dublin and London based teams bring expertise from all over the world which contribute to an exciting, dynamic and forward-thinking environment. If being part of our successful team sounds like an opportunity you don't want to miss, then this role might just be for you...

We're looking for a well organised, meticulously detailed and highly communicative Compliance Officer who will complement our rapidly evolving student services team based in the Dublin school. This is a key position in the administration of student attendance records / visa compliance across the student services and academic function(s). In addition to responsibilities for student attendance records the Compliance Officer will also compliment a busy student services team providing practical support and guidance for our growing student body. The successful applicant will be meticulous with processes, have firm attention to detail, a pro-active approach to problem solving and the ability to work well under pressure. Serving the needs of our customers in different languages with varying degrees of proficiency in English, this will be both challenging and rewarding to the right candidate. An exciting opportunity for someone that thrives in a fast-paced environment, has an excellent customer service track record and an ambition to develop within the study travel sector.

## Compliance Officer – Dublin

### Summary

Reporting to the Head of Student Services, the Compliance Officer is a critical role to ensuring the accurate and timely reporting of all data related to student attendance and visa compliance. Working closely with the academic department to ensure the timely distribution and collation of school registers takes place, information is recorded, and any reports communicated to internal and external stakeholders as appropriate. The Compliance Officer will have an excellent knowledge of procedure and processes relating to immigration and attendance, will stay up-to-date with changes to legislation and subsequently update/amend internal policy procedure to ensure compliance at all times. The successful post holder will be detailed, methodical and process driven to ensure compliance in this area.

The position involves both dealing with people and administrative duties, and therefore demands a range of organisational and diplomatic skills. The Compliance Officer is expected to have an in-depth knowledge of the courses, fees, exams, accommodation and all student services as well as an understanding of the relationships on which the school maintains its business. Fundamental to this role is a thorough up to date knowledge of ACELS/INIS/GNIB/ILEP requirements, visa regulations and other relevant legislation.

The role of Compliance Officer is part of the student services team and as such excellent presentation, interpersonal and customer service skills are a must for any applicant. On the front line for all customer queries, the successful post holder will have excellent organisational skills, a passion for service and be able to go the extra mile to deliver an excellent experience to our growing body of students

### Key Responsibilities

- Monitoring enrolment procedures and providing support to those involved in enrolments
- Ensuring all students provide valid passport and visa documentation on arrival
- Ensuring all students provide up to date contact details

- Monitoring attendance rates and following up all stakeholders
- Data entry of all student registers on a daily basis
- Ensuring the INIS / GNIB is updated with any non-EEA students non-compliance with visa regulations
- Record all relevant reports and weekly attendance on the CRM system Schoolworks
- Issue /Create letters of offer to students for Head of Student Services
- Assist with inspection preparation including: INIS, GNIB, ACELS etc.
- Maintain and distribute all emails entering the main school info account
- Ensure all students arrive at school and follow up on any missing starters
- Assist with morning and afternoon register creation and distribution
- Absenteeism - Track, establish and maintain contact with absent students with Head of School
- Process holiday requests
- Coordinate the induction process for all arriving students at the school
- Act as the first point of information for all visa and compliance related questions/queries
- Ensure high standards of student welfare are maintained at all times through compliance with legal and accreditation guidelines
- Demonstrate an awareness of student welfare and Child Protection policy
- Have a high level of knowledge and understanding of markets, products and services
- Communicate effectively within and outside the global organisation
- Behave in a courteous and professional manner with colleagues and clients at all times and to respect any such relevant codes of conduct and to ensure that staff do so
- Be fully aware of all internal procedures with regards to quality issues and to play a meaningful role in the quality cycle
- Communicate effectively between all internal and external teams (across both Dublin and London schools) to ensure each member has sufficient information to be able to achieve the best sales and service results

### **What we're looking for**

- Excellent organisation and attention to detail
- Quick learner with the ability to quickly become proficient in embedded CRM system
- Outstanding communication, presentation and interpersonal skills
- Confident and demonstrates initiative to improve processes and deliver results
- Displays high energy and able to motivate self and others
- Flexible, positive and resilient with the ability to be innovative and create a fun environment
- Ability to work to strict deadlines delivering excellent results

### **What's on offer?**

- Competitive salary
- 40 hour working week
- Holiday entitlement of 20 days per year plus national holidays
- Career progression opportunities
- A fun, friendly, forward-thinking and fantastic environment to work in

If you believe yourself to be a great fit for this role then you may well be just who we've been waiting for. Please send your CV and a cover letter to [louise.guyett@englishstudio.com](mailto:louise.guyett@englishstudio.com)