

## Retention and Compliance Officer

### Position Description

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**POSITION TITLE:** Retention and Compliance Officer  
**POSITION STATUS:** Permanent following successful probation  
**RESPONSIBLE TO:** Senior Manager of Academic & Student Services

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**Division:** Lancaster University Leipzig  
**Reports to:** Senior Manager of Academic & Student Services  
**Location:** Leipzig, Germany  
**Salary:** Competitive

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The Lancaster University Leipzig campus offers a range of Lancaster University (LU) degree programmes, with the university committed to providing the same academic quality and fully rounded student experience as in the UK. In January 2020, the campus opened with a Lancaster University accredited foundation programme delivered by Navitas Germany GmbH – part of Navitas Group - an Australian owned public listed company. Navitas is an industry leader in providing managed campus services, as well as pre-university and university pathway programmes for domestic and international students in Asia, North America, Africa, Australia, Continental Europe and the United Kingdom. Navitas Colleges are modern and dynamic educational institutions committed to providing quality educational programmes and excellent student support in an environment that encourages students to achieve the best possible results in their studies. In Autumn 2020, four Lancaster University accredited Bachelor of Science programmes were included in the portfolio of programmes, and the growth plan holds the introduction of post-graduate programmes.

Information Classification: Public

The Retention and Compliance Officer plays a lead role in supporting students through the visa application process, settling into Germany, and supporting them through administrative dealings with German authorities. This role would suit an individual with extraordinary attention to detail and the ability to remain composed and organised in a fast-paced environment.

### **Retention and Compliance Officer's Responsibilities:**

- Administering Lancaster University Leipzig's admissions and compliance regulations and policies.
- Collecting any documentation in support of admission as well as visa application in a timely manner.
- Managing students' residence permit status and actively supporting students' renewal processes.
- Monitoring changes to VISA and Residence permit regulations in Germany and advising admissions, recruitment, and marketing teams of such.
- Contributing, as necessary, to problem solving issues raised by agents, students, parents or other stakeholders regarding VISA applications.

### **Student Records**

- Maintain the student records systems, Navigate & LUSI, to ensure that the information held is accurate and complete at all times.
- Undertake regular audits of the student records systems, addressing any data gaps by obtaining the relevant data from appropriate sources.

### **Attendance Monitoring**

- Assisting in the preparation of bi-weekly reports on attendance for Navitas and Lancaster University.
- Organising any attendance review meetings together with relevant stakeholders.

### **Student Support**

- Plan and implement an on-going programme of student-centered events and activities (academic, social, employability); work with student ambassadors on the development of a robust student life strategy.

- Assisting the Senior Manager Student and Academic Services in any social, pastoral or well-being tasks directed at students, as well as any appearing matters within this department.
- Reception tasks and triaging of support needs; taking on of basic student language support for their settlement (example: interpret contract or letters for non-German speakers).

#### **Other**

- Maintaining confidentiality at all times regarding Lancaster University Leipzig information and student files.
- Supporting any tasks relating the campus – as part of a growing team of colleagues.

#### **Your Profile:**

Interested applicants will be able to demonstrate:

#### *Essential*

- Tertiary Level education or possess related sector qualifications/training.
- First experience in an education/visa/immigration/customer service focused environment.
- Good understanding of Higher Education processes.
- Strong verbal and written English and German language communication skills.
- Excellent knowledge and understanding of front-line customer relationship management.
- Proven ability as a 'team player'.
- Proven ability to organise own workload and to cope with a variety of task demands.
- Flexible attitude to work, including a willingness to work weekends and evenings to support student and administrative activities.
- Computer literacy skills inclusive of demonstrated competence with the Microsoft Office suite – PowerPoint, Excel, Word, and Outlook.
- File management and administrative skills.
- Strong attention to detail – particularly with regards to understanding policy and procedure.

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- Proficiency in Microsoft Excel, particularly data filtering, pivot table and mail merging functions.
- Possess a “can do” mentality.

*Desirable*

- Degree level study
- Experience of working in an international admissions education setting
- Front-line customer relationship management to multicultural clientele
- Sponsorship duties and requirements awareness
- Familiarity and understanding of the German visa process
- Experience in working with CRM systems

Navitas is a safeguarding employer, and the successful applicant may be required to undergo a German criminal record check (*Erweitertes Führungszeugnis*).

Please apply now if you are suitable for our Retention and Compliance Officer position and could be a great member of our team.

**Enquiries and applications, including both a covering letter and curriculum vitae, to:**

**Sabine Gerlach (Senior Manager Academic and Student Services):**

[recruitment@lancasterleipzig.de](mailto:recruitment@lancasterleipzig.de)

**Application Procedure:**

The application package should consist of a cover letter, curriculum vitae, and two contacts (including positions) for recommendation letters.

Please merge all documents into one PDF file, indicating your name and submit by e-mail to:

**Sabine Gerlach (Senior Manager Academic and Student Services):**

[recruitment@lancasterleipzig.de](mailto:recruitment@lancasterleipzig.de)

**Deadline for Applications: 15<sup>th</sup> September 202**