
YEOVIL COLLEGE – JOB DESCRIPTION

Job Title:	University Centre Data & Compliance Officer
Department:	University Centre
Responsible to:	HE Access & Success Lead
Hours:	37 hours per week, all year round
Salary:	£27,594 [YC7.1]
Date of Issue:	September 2026

1. Job Purpose

The key purpose of this job is:

- To coordinate and deliver a range of administrative and compliance processes across the Yeovil College University Centre (YCUC) lifecycle, from admissions through to graduate outcomes data, in a way that is compliant with sector regulation, partner requirements, and internal policy.
- To ensure that administrative processes across the YCUC lifecycle facilitate our compliance with a range of sector-wide, partnership-led and internal regulation.
- To facilitate the smooth and successful running of university partnerships.
- Compile and analyse data for reporting purposes in line with all relevant internal protocols and sector / regulatory guidance.
- To provide appropriate information, signposting and follow-up support for students, staff and enquirers through a range of formats, including email, telephone, in-person, and external events.
- To proactively support and facilitate the smooth and compliant day-to-day running of YCUC.
- To support YCUC in implementing the Higher Education strategy, and contribute to and promote the ongoing development of the University Centre.
- To provide an outstanding service to learners, staff and other stakeholders.
- To actively engage in developing and promoting the department's operational plan
- To actively engage with achieving the College strategic aims and development plans
- To actively promote equality, diversity and fundamental British Values in all aspects of the role.

2. Key Roles & Accountabilities

To coordinate and deliver a range of administrative and compliance processes across the Yeovil College University Centre (YCUC) lifecycle, from admissions through to graduate outcomes data, in a way that is compliant with sector regulation, partner requirements, and internal policy.

- Ensure all full-time and part-time HE student applications and enrolments, are processed efficiently, accurately, and in accordance with data standards and processing schedules (both internal and as dictated by external regulators and partners), using YCUC systems (currently ProSolution), including:
 - responding to applicant queries;
 - logging application forms;
 - ensuring applications meet relevant entry requirements, including academic criteria, English Language requirements, international student criteria, and safeguarding disclosures;
 - liaising with curriculum teams to coordinate the interview process;
 - processing applications to offer stage in line with procedures;
 - making student offers in a way that complies with all relevant regulations;
 - preparing relevant analyses / management monitoring reports;
 - processing enrolments on ProSolution;
 - processing student loan payment authorisations and liaising with Student Loan Company (SLC);
 - providing relevant and timely enrolment information to partner Universities
- Coordinate processes for HE student induction and enrolments, as required.
- Lead the successful organisation, delivery, and completion of Programme Exam Boards in collaboration with Partner universities, in line with internal and external quality assurance procedures. This includes preparing agendas with good notice, ensuring quoracy, quality assuring data, ensuring the compliant and effective taking of minutes and other clerical duties, and undertaking follow-up actions, such as updating ProSolution.
- Ensure all results transcripts and letters are processed efficiently and accurately and coordinating their release.
- Assist with the organisation of open days, marketing events, cross college events and the HE Graduation ceremonies.
- Ensure the effective development and implementation of the administrative processes required to ensure the effective running of student placements on courses which require this (including, but not necessarily limited to, BSc (Hons) Social Work). This includes collating student information and placement request forms in a timely fashion, sharing these with placement providers (both Local Authority and Third Sector), maintaining proactive communications with placement providers to understand where placements have been allocated, and communicating this to students in line with established timescales.

To ensure that administrative processes across the YCUC lifecycle facilitate our compliance with a range of sector-wide, partnership-led and internal regulation, and to facilitate the smooth and successful running of university partnerships.

- Proactively undertake CPD and other training required to ensure up-to-date knowledge of a range of relevant sector regulation, good practice, and personal development.
- Proactively keep up to date with a range of regulations which affect operational matters at YCUC, and ensure our processes facilitate compliance with these. These include, but are not limited to, regulatory and guidance documents from:
 - UCAS;
 - Student Finance England and the Student Loans Company;
 - Higher Education Statistics Agency and Office for the Independent Adjudicator (insofar as regulations impact upon administrative processes at YCUC);
 - Office for Students (including Conditions of Registration, and with particular reference to regulations around marketing, offer making, payments, and data collation);
 - ESFA (with particular attention to ILR specification).
- Proactively keep up to date with regulations and expectations of awarding organisations and partner universities, and ensure our processes facilitate compliance with these. This

may include partnership contracts, quality handbooks, validation documents, amongst other sources of information.

- Proactively liaise with the Senior Information Services Officer to ensure YCUC data is returned accurately within the ILR, in line with all ESFA and HESA requirements.
- Maintaining a high level of confidentiality in accordance with the Data Protection Act, and other relevant legislation.
- Communicate effectively with all stakeholders: UCAS; SLC; partner universities; students; staff, etc. Ensuring that communications with external stakeholders demonstrate extremely high levels of professionalism, capability, and collaboration.

Compile and analyse data for reporting purposes in line with all relevant internal protocols and sector / regulatory guidance.

- Accurately and efficiently minute and complete associated documentation for a range of meetings, Boards, and other compliance activities.
- Maintain accurate student records on ProSolution and other college systems, ensuring that a range of data, including withdrawal information, is correctly processed in line with internal protocols and sector-wide regulations.
- Ensure the timely, accurate, and compliant completion of a range of data returns in line with regulatory guidance, including, but not limited to, the HESES return, NSS data compilation, Unistats, Graduate Outcomes Data checking, and HE contributions for ILR returns.

To provide appropriate information, signposting and follow-up support for students, staff and enquirers through a range of formats, including email, telephone, in-person, and external events.

- Act as a first point of contact for a range of student queries, either providing support or directing learners to the most appropriate person / service as required.
- Answer enquiries (telephone, email, and face-to-face) and reply to correspondence in a highly professional manner.
- Ensure that enquirers are provided with clear, accurate, and timely information, including developing templates, protocols, or other documents, as required, to ensure that these standards are maintained.
- Through consulting relevant external guidance, and liaising with appropriate internal contacts, ensure that more complex queries and enquires are resolved in a timely, accurate, and supportive manner.
- Maintain positive working relationships with a range of colleagues from University partners, ensuring that administrative processes are carried out in a timely and compliant manner.
- Build effective working relationships with a range of internal departments with overlapping or adjacent functions, including but not limited to, curriculum areas, MIS, Student Experience and Marketing.

3. Other Duties

The Post Holder may be required to perform duties other than those given in the Job Description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post will be eligible for re-evaluation.

To participate in the College appraisal system and take responsibility for your own personal development.

4. Health and Safety

The post holder will agree, as part of the contract of employment, to comply with their duties under the Health and Safety at Work Act 1974, and any Health and Safety Regulations issued under the Act, and to cooperate with the College to enable it to carry out its health and safety duties under the Act. Failure to comply with health and safety duties, regulations, work rules and procedures regarding health and safety, may lead to disciplinary action.

5. Equal Opportunities

All staff have a responsibility to treat others with fairness, equality and respect in accordance with legislation, the College's equality and diversity policy and the College's Core Values.

Yeovil College wholeheartedly supports the principles of equality and diversity and opposes all forms of unlawful or unfair discrimination on the grounds of race, ethnic or national origin, gender, gender re-assignment, disability, sexual orientation, religion or belief, age, marital status, family responsibility, pregnancy or maternity, trade union activity or unrelated criminal convictions.

All employees of the College have a responsibility for behaving and acting in a way that supports this policy and procedure and promotes equality and diversity as well as fundamental British values in all aspects of their work.

6. Safeguarding

Yeovil College is committed to prioritising and promoting safeguarding and protecting all children, young people and vulnerable adults from harm whatever, their age, gender, ethnicity, disability, language, faith and or sexual orientation. The term 'safeguarding children and young people' embraces both child protection and a preventative approach to keeping young people safe. 'Safeguarding' therefore encompasses learner health and safety, bullying, meeting the medical needs of those with medical conditions, providing first aid, security, support / safeguarding from drugs and substance abuse etc. This policy is applicable to all learners, staff, volunteers and visitors to Yeovil College as well as children who are in the care of learners whilst on placements and/or employees of Yeovil College.

Yeovil College – Person Specification

Post: University Centre Data and Compliance Officer

	Essential	Desirable
Previous Experience	• Sound and thorough knowledge of MS Office Products • Significant administrative experience in the education sector. • Managing information and administrative processes in line with data protection regulations. • Working in line with external regulations and applying these to ensure processes are compliant.	• Experience of marketing and promotional work. • Experience of working in Higher Education. • Experience of working with an educational MIS system (such as ProSolution or SIMs).
Qualifications	• GCSE Grade C or above in English and Mathematics. • A degree OR relevant professional qualification alongside significant professional experience.	• A recognised business or management qualification. • Relevant IT skills qualification.
Special Skills/Aptitudes	• Highly professional business approach. • Able to manage a range of complex relationships and serve as a representative of the College to external stakeholders. • Proactive, organised and flexible approach to work. • Effective problem solver. • Excellent written and verbal communication skills. • Outstanding skills in numeracy and data analysis. • Able to use own initiative in maintaining high quality, professional service. • Organised, methodical and accurate approach to dealing with complex tasks.	

	• Able to cope with unplanned peaks in workload.	
Personal Attributes	• Excellent interpersonal and customer care skills shown through ability to communicate clearly with all levels of staff, learners and external contacts. • Ability to manage sensitive situations, including supporting students with pastoral concerns empathetically and with tact. • Able to represent the College with a high degree of professionalism and the ability to maintain a 'can do' attitude at all times.	
General	• Understanding of equality and diversity in a learning environment. • Ability to promote learning and opportunity for all. • Able to be flexible over working hours. • Must be available to work some evenings.	
Ability to demonstrate the College values	• Aspirational – High ambition, expectation, and effort. • Collaborative – In it together. • Exceptional – Innovative and enterprising. • Team YC – Doing amazing things.	

Where aspects of the person specification are shown as 'desirable' it is understood that the knowledge, skills or experience required could be achieved through relevant training which the College is committed to provide. In decisions on selection, however, preference will be given to those candidates who can already demonstrate competence in areas specified.

In addition to the candidates' ability to perform the duties of the post, the selection process will also explore issues relating to safeguarding and promoting the welfare of children and vulnerable adults. The candidates will also be tested with regards their openness to diversity.

Employment Checks

The appointment is subject to Yeovil College obtaining medical, Disclosure and Barring Services clearances, evidence to show you are legally entitled to work in the UK (under the Immigration, Asylum and Nationality Act 2006) and employment references satisfactory to us.

Please be aware that this post requires an Enhanced DBS check based on the specific duties of the position. Applicants for this post are exempt from the provisions of the Rehabilitation of Offenders Act 1974 and therefore are required to provide information about any convictions, including 'spent convictions'.

If these clearances and references are not consistent with the information provided by you then your offer of employment may be withdrawn.

Having convictions will not necessarily be a bar to obtaining a post. Please refer to the College website for information relating to the Rehabilitation of Offenders Act 1974.