



Service and Compliance Officer (FTC)

Contract: Fixed Term - 18 months

Reporting To: Head of Services

Remuneration: £30,000 - £32,000 per annum, dependent on experience

Benefits: Competitive and exciting benefits package, outlined below.

Location: UK-based, remote with occasional travel

Working Environment: As a hybrid workforce with a primary presence in the UK, you will work from home and have access to a London Office space, with regular team meet-ups and in-person visits to clients.

Position Overview:

The Service and Compliance Officer at Enroly supports service delivery across the Services Department, contributing to operational, compliance, and student-facing activities that support university partners and international students.

This entry-level role provides exposure across all services, including document and compliance checks, interview assessment support, visa and arrival-related tasks, student communications, and service delivery administration. While administrators may develop specialist focus areas over time, the role requires flexibility to contribute across services as business needs evolve.

The role supports the delivery of high service standards, adherence to SLAs, UKVI and partner requirements and Enroly's reputation for excellent service, while providing a foundation for progression through structured cross-service career tracks.

Key Responsibilities

- Support the assessment and processing of international student cases across the Services Department, including conversion activity, document checks, UK Visas and Immigration rule compliance verification of basic documents and interview assessment support, in line with UKVI and university requirements.
 - Assessing Credibility Interviews recorded via CAS Shield's Video Automation software to UKVI and University-set criteria.
 - Assist with CAS-related activities, including reviewing basic supporting documentation and updating student records on relevant systems, under guidance.



- Support visa, pre-arrival, and arrival-related processes, including document uploads, verification, and follow-up actions.
- Communicate clearly and professionally with students, colleagues to support service delivery and meet agreed SLAs.
- Use CAS Shield and other internal systems to accurately record information, track progress, and support service workflows.
- Contribute flexibly across services and support additional tasks as required to meet operational demands.

About You

- You are organised, reliable, and keen to learn in a structured, compliance-focused environment.
- You are comfortable following defined processes and working under supervision, while developing confidence across multiple service areas.
- You communicate clearly and professionally and are willing to ask questions and seek guidance when needed.
- You are adaptable and open to gaining experience across different services within the department.

Essential Experience

- Experience in an administrative, operations, customer service, or education-related role.
- Strong attention to detail and the ability to follow processes accurately.
- Willingness to work flexibly across different service areas to support team objectives and SLAs.
- Basic confidence using multiple digital systems to manage tasks, records, and communications.

Desirable Experience

- Experience working in international education, higher education administration, or student support.
- Exposure to compliance-based processes, document checks, or regulated environments UK Visa and Immigration processes.
- Familiarity with student management or document management systems.

Mandatory Requirements

- Right to work in the UK.



- Willingness to complete training across multiple services and comply with UKVI, data protection, and internal policies.
- Ability to work to agreed schedules and service deadlines.

Why Enroly:

- 25 days holiday a year + Bank Holidays
- Pension
- Private healthcare and life insurance
- Remote first culture with flexible working options
- Collaborative culture with a love ♥ the challenge attitude
- Big opportunities for career advancement
- A dynamic, innovative work environment that celebrates success and nurtures professional growth

Our Company Values

- **Experience Matters:** We always strive for the best experiences for our customers, their users and the Enroly team.
- **Do Less to Do More:** We prioritise impact over inputs, and give people the tools to achieve great things.
- **Always Innovate:** We adopt cutting-edge frameworks and technologies to stay ahead of the game.
- **Celebrate:** We shout about the achievements of our team and partners.

We encourage you to apply immediately. We conduct interviews on a rolling basis and will fast-track high-potential candidates.

At Enroly, we believe in diversity, equity, and inclusion. We encourage candidates from all backgrounds to apply, ensuring equal opportunity for everyone. For more information on how we handle and protect your personal data, please review our Privacy Policy. If you require any adjustments during the interview process, please let us know and we will accommodate your needs.