

Verification Officer

Basic information

Band: E

Job family: Customer Experience

Terms: Permanent

Location: Cheltenham

Reports to: Service Delivery Partner and People Manager (Admissions)

Direct Reports: N/A

Team: Verification

Business unit: Operations

Date Reviewed: July 2019



Job purpose:

To provide investigative support within the Verification Team in order to deliver, facilitate, and maintain the efficient and effective provision of agreed services to providers – namely the verification of UCAS Conservatoire, UCAS Undergraduate, UCAS Teacher Training, and UCAS Postgraduate applications (screened across Hunter), and the verification of conservatoire, undergraduate, and teacher training personal statements (screened across Copycatch).

Key accountabilities:

- Support the detection of suspicious applications by the daily monitoring of applicant records screened for fraud, to ensure that up to date information relating to fraudulent and potentially fraudulent applications is accurately maintained, and that providers are kept informed.
- Collate and evaluate information from all sources, and to act on this information in the investigation of suspicious applications.
- Initiate, progress, and conclude investigations of suspicious applications to ensure an efficient verification service is available to providers through the detection of fraudulent applications.
- Answer or redirect telephone calls to ensure that business activity is maintained.
- Monitor the Similarity and Verification mailboxes so that emails from applicants and providers are answered promptly.
- To liaise by email, letter, and telephone with all customers and principal contacts, to enable the team to maintain set standards of customer service.
- Follow quality operating procedures so that tasks are undertaken in a consistent and effective manner, and to

actively suggest improvements to these procedures.

- Assist other members of the team during busy periods in the application cycle, and to facilitate training and multi-skilling of staff to provide such assistance.
- Alert the Manager to any problems which could result in delay or difficulties in application processing, and to propose solutions to those problems to enable the team to maintain set standards of customer service.
- Undertake any other tasks allocated to the team.

Primary customers/stakeholders:

Internal – Colleagues in the Operations business unit.

External – Colleagues in UK and overseas universities, schools, colleges, and awarding bodies. Undergraduate, conservatoire, teacher training, and postgraduate applicants and their advisers.

Accountabilities:

Authority to contact staff in UK and overseas universities, schools, colleges, and awarding bodies in order to verify applicant data held at UCAS.

Skills, Qualifications & Experience:

- Strong interpersonal skills, displaying an excellent aptitude in all forms of communication and customer relations.
- Ability to work as part of a team, showing flexibility and adaptability, initiative within the team, and recognition of the needs of others and their varying workloads.
- Positive attitude and proactive and professional approach to work.
- Ability to dynamically prioritise own work, often in challenging timescales.
- Ability to work with a high level of accuracy and attention to detail.
- Ability to work analytically, with strong problem-solving skills.
- Relevant experience in, or knowledge of the Education sector and current issues within it (desirable).

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action:

Customer-focused – We understand what our customers want, and we act on their changing needs.

Collaborative – We collectively create an engaging and positive work environment.

Accountable – We take ownership of our individual and organisational performance.

Service excellence – We realise, grow, and maximise our potential.

Trusted – Individuals are trusted to make informed decisions and take appropriate risks.