

# JOB DESCRIPTION

<b>Job Title</b>	<b>Visa Compliance Officer</b>		
<b>Reports to</b>	<b>Senior Manager: Visa Compliance and Financial Aid</b>		
<b>Department</b>	<b>Degree Education and Career Centre (DECC)</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>2</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial, and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

Degree Education and Career Centre (DECC) contributes to the School's vision by:

- Supporting the School's suite of degree programmes
- Attracting and selecting talent from around the world
- Creating an environment in which students can learn and faculty can teach
- Maximising student and alumni career opportunities through developing their career skills and engaging with employers
- Creating an exceptional learning environment for a global, cross generational community of intellectually curious, critical thinkers

## Job Purpose

This role is based in the Visa Compliance and Financial Aid Team. The team has three areas of responsibility; visa and financial aid advice, visa and financial aid compliance, and loan disbursements.

The purpose of this role is to support the compliance and loan disbursement functions within the team. Working closely with the Senior Manager: Visa Compliance and Financial Aid.

The role holder will take responsibility for day to day running of key tasks such as ensuring students meet the financial requirements to obtain a student visa, ensuring students have the correct immigration permission to study in the UK and that student loans are set up in accordance with provider requirements.

## **Key Areas of accountability and Key Performance Indicators (KPIs)**

### **Key areas of accountability:**

#### **Delivery and Support**

- Check bank statements and other financial documents in order to assess whether they meet the requirements for applying for a student visa
- Undertake right to study checks for incoming students, including accessing immigration documents on the Home Office's digital immigration portal
- Monitor student intakes, obtaining visa information from students within a specified deadline, and chasing missing information where required
- Ensure student data is input accurately onto the Student Records System and that regular checks are undertaken to identify errors
- Timely and professional responses to enquiries from student and staff
- Be a Level 1 user of the UK Visas and Immigration (UKVI) Sponsor Management System (SMS)
- Check and collate US loan applications, ensuring students meet all the requirements of the loan in accordance with US Federal loan regulations
- Set up and disburse loans on US Federal Loans website
- Create Certificate of Acceptance of Studies (CAS) for visa extensions
- Take responsibility for managing the disbursement of other loans including UK Postgraduate Loan, Prodigy, and Sallie Mae

#### **Compliance**

- Maintain up-to-date knowledge of UKVI, US Federal Aid and other loan provider requirements, undertaking continual training and development as required
- Assist with preparations for yearly US loan audit
- Ensure record keeping is in accordance with GDPR requirements

#### **Analysis and Reporting**

- Support Senior Manager: Visa Compliance and Financial Aid with collation of data and preparation of reports in relation to Student Visas and Financial Aid

- Run regular attendance monitoring reports, contacting absent students and escalating cases to the Senior Manager: Visa Compliance & Financial Aid as required
- Run and manage a set of monthly reports in relation to missing or out of date visas, passport and contact details

### **Collaboration**

- Build and maintain a professional network
- Partake in team meetings and development activities for internal teams across LBS
- Take a proactive approach to continuous improvement
- Any other duties as required and commensurate with the level of the role

### **KPIs:**

- Compliance with the standard processes and requirements of UK Visas and Immigration, US Federal Loans and other external bodies
- Delivery of high-quality record- keeping and administration
- Ability to independently run regular compliance reports
- Proactively identify and obtain missing information from admits and students
- Timely and accurate visa and passport checking

### **Knowledge/Qualifications/Skills/Experience required**

- Bachelor's degree or equivalent experience
- Good communication skills and the ability to understand regulations
- Excellent organisation skills and ability to work independently
- Strong data entry skills and meticulous attention to detail
- Experience of working with and manipulating data in Excel
- Good team working skills and the ability to work collaboratively
- A dedication to professional and personal development