

JOB DESCRIPTION

Job Title	International Student Advisor - Visa Compliance & Financial Aid		
Reports to	Senior International Student Advisor - Visa Compliance & Financial Aid		
Department	Degree Education and Career Centre		
Job Family	Business Services	Level	3

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 contributes to the School vision by:

- Attracting and selecting talent from around the world
- Creating an environment in which students can learn and faculty can teach
- Maximizing student and alumni career opportunities though 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 & Financial Aid Team and offers a crucial front line support service to admits, students, graduates, and staff, providing expert advice on matters related to immigration and financial aid.

The role holder will be responsible for the provision of specialist immigration advice, supporting admits and students to navigate complex immigration rules through a mixture of 1-2-1 appointments (in person or online), group presentations, and written guidance.

The role holder will also support admits and students in seeking options to finance their studies through Student Loan providers and advise on the available loan options.

Key Areas of accountability and Key Performance Indicators (KPIs)

Delivery and Support:

- Provide comprehensive advice and support in accordance with the Statement of Service, consistently maintaining high standards of service with clear accountability and ownership.
- Efficiently manage and triage inquiries from admits, students, graduates, staff, and faculty within agreed turnaround times, delivering a premium service to all stakeholders.
- Organise and deliver training sessions to internal stakeholders on visa and financial aid matters.
- Support the issuance of Confirmation of Acceptance for Studies (CAS) to current and prospective students by assessing eligibility, advising on requirements, and assisting with visa applications.
- Develop and update student guidance documents, ensuring information is up to date, relevant and clearly presented on various platforms (e.g., website, MEETLBS, Canvas).
- Maintain a caseload of immigration and financial aid cases, ensuring timely and thorough documentation, exploring suitable outcomes, offering follow-up appointments, and liaising with external and internal stakeholders to achieve satisfactory resolutions.
- Identify and escalate complex immigration cases to senior colleagues and/or signpost to external immigration consultants as appropriate.
- Review, approve, and provide advice on financial documents for admits prior to CAS issuance.
- Raise necessary queries with UKVI and ensure timely resolution and escalation when necessary.
- Design and deliver presentations and webinars, both in-person and online, to large groups of admits and students.
- Actively participate in events organised by the Admissions and Programme teams.
- Provide secretarial support to the Hardship Fund panel, organising meetings as needed, taking and circulating minutes, managing hardship cases, communicating outcomes, and liaising with the Finance Team for fund disbursement.
- Actively promote and share the work of the Visa & Financial Aid Team, building awareness and taking a proactive approach to student support.

Personal development:

- Stay up to date with relevant immigration legislation and sector developments, actively engaging in professional networks, such as the Association for International Student Advisers (AISA) and UKCISA.

- Identify and undertake relevant training, both informal and formal, to enhance and maintain professional competencies.
- Maintain an up-to-date Continuing Professional Development (CPD) log in accordance with the IAA Code of Standards.

Collaboration:

- Collaborate closely with team members and stakeholders across the School to enable cross-departmental working and drive consistency of approach and standards.
- Work in partnership with Senior International Student Advisor, and Senior Manager - Visa Compliance & Financial Aid to ensure the effective and successful delivery of services.
- Work closely with Visa Compliance Officer to provide necessary support and guidance to non-standard students, such as those extending their studies or returning from a period of interruption.
- Collaborate with the external engagement and scholarship team to ensure timely review and implementation of changes to the Funding Tool.

Compliance:

- Maintain awareness of the compliance and reporting requirements set by UKVI, supporting both students and the School in meeting these requirements.
- Ensure that advice given to students aligns with the standards of the Immigration Advice Authority (IAA) and the UKCISA Code of Practice and Ethics.
- Ensure advice is fully recorded through detailed case notes, while maintaining strict confidentiality, and safeguarding the integrity and sensitivity of records.
- Identify and address actual or potential student compliance issues, escalating them to the Senior Manager - Visa Compliance & Financial Aid as necessary, while maintaining confidentiality.
- Ensure all records and case files are handled in accordance with UKGDPR requirements, the School's record retention policies, and the Visa and Financial Aid Statement of Service.

Continuous improvement:

- Monitor processes, systems and practices within Visa & Financial aid, planning and carrying out regular reviews to identify opportunities for improvement in light of changing needs, legislative updates, feedback, and current best practice thinking.

KPIs:

- Delivery of high-quality, engaging, and informative presentations and webinars to both current and prospective students.
- Provision of excellent service, including but not limited to by responding to all enquiries within agreed timeframes and providing availability for 6-7 appointments per week.
- Timely review and approval of financial documents.
- Case files maintained and updated in a timely manner and in accordance with Statement of Service and IAA guidelines.
- Contribute to the continual development of team policies, processes, and systems.
- Maintain an up-to-date and comprehensive CPD log, detailing completed trainings and outlining a development plan.
- Skills and immigration knowledge kept up to date with regulatory updates, and sector best practices.

Knowledge/Qualifications/Skills/Experience required

Essential

- Bachelor's degree or equivalent experience
- A thorough understanding of UK immigration requirements and how it applies to students
- Experience of working in a customer-facing environment and delivering excellent customer service
- Experience of providing support to others on complex issues in a professional environment
- Experience of working as part of a high-performing team
- Excellent organisational skills and meticulous attention to detail
- Excellent analytical and problem-solving skills, with the ability to identify the root cause of an issue and use own initiative to suggest options for resolution
- Excellent written and verbal communication skills with the ability to break down complex issues and explain them in layman's terms
- Ability to create and deliver engaging presentations to large groups of people
- A high degree of professional curiosity with the desire to develop new knowledge and skills
- The ability to recognise one's own limitations and seek help where required

Desirable

- Experience of working in a Higher Education Institution
- Experience of providing immigration advice and/or guidance
- A professional qualification or equivalent experience in UK immigration or law
- Experience of working in a regulated environment

Resources including team management	Not applicable
Staff	Not applicable
Budgets	Not applicable
Date Updated	07 Feb 2025
Next review	07 Feb 2026