

Job Title	Faculty / Staff UK Visa Advisor		
Reports to	Senior UK Visa Advisor		
Department	Business Operations and Services		
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

Business Operations & Services (BOS) provides a set of cross-School services that support the effective operation and sustainable growth of the School. The department works in partnership, and to provide essential operations and services, to Degree Education students, Executive Education participants, faculty and staff by ensuring that key services are delivered consistently, reliably, and at scale.

BOS brings together a selective group of scale-critical and risk-bearing services where clear ownership, standardisation, and resilience are essential. Its focus is on providing high quality service, ensuring consistency and efficiency, and strengthening operational reliability across the School.

Through defined service ownership, agreed service levels, and a data-informed approach to continuous improvement, BOS enables all audiences and stakeholders to focus on their core activities, while ensuring that the School's operating model can support increasing complexity and growth.

Visa function

The Visa Centre of Excellence (CoE), within Business Operations & Services, provides centralised oversight and delivery of visa compliance and visa support across the School.

The CoE:

- Holds clear accountability for visa compliance across Student and Skilled Worker sponsor licences
- Provides consistent, professional visa advice and operational support for students, faculty, staff, and programme participants
- Formalises support for non-UK visas in line with the School's growing international activity
- Operates tiered service levels to ensure appropriate and proportionate support for different stakeholder groups
- Delivers visa compliance and student financial aid services within a single, governed structure

The CoE plays a critical role in protecting the School's sponsor licences, enabling global growth, and ensuring a high-quality, compliant, and resilient visa service.

Job Purpose

This role sits within the Visa Centre of Excellence and provides specialist UK immigration advice and operational support to faculty and staff in relation to Skilled Worker sponsorship and associated immigration routes.

The role holder will be responsible for delivering professional, accurate, and compliant immigration advice to faculty and staff, supporting them through visa application processes, extensions, changes of employment conditions, Indefinite Leave to Remain (ILR), and related matters.

The role contributes to maintaining the School's Skilled Worker Sponsor Licence by ensuring that advice and processes align with UKVI requirements and internal governance frameworks.

Working closely with the Visa Compliance team, the People Team, Faculty HR, and Talent Acquisition, the role holder will ensure a clear demarcation between immigration advice and compliance reporting functions while contributing to a joined-up, risk-aware service model.

Key Areas of accountability and Key Performance Indicators (KPIs)

Delivery and Support:

- Provide comprehensive UK immigration advice to faculty and staff in accordance with the CoE Statement of Service, maintaining high standards of service, ownership, and accountability.
- Advise on Skilled Worker visa applications, extensions, changes of employment, settlement (ILR), dependents, and related immigration routes.
- Support faculty and staff in preparing visa applications, including reviewing documentation and advising on eligibility requirements.
- Deliver 1-2-1 appointments (in person or online) and provide written guidance tailored to individual circumstances.
- Develop and maintain clear written guidance and process documentation for faculty and staff, ensuring information is accurate and accessible.
- Identify and escalate complex or high-risk cases to senior colleagues and/or external immigration advisers where appropriate.
- Provide structured briefings and training sessions to internal stakeholders (e.g., Faculty HR, People Team, Talent Acquisition, Executive Assistants) on immigration processes and timelines.
- Liaise with UKVI where appropriate and support timely resolution of case-specific queries

Compliance

- Maintain awareness of the compliance and reporting requirements associated with the Skilled Worker Sponsor Licence.
- Ensure advice provided aligns with UKVI regulations and internal policies.
- Maintain detailed and accurate case records in line with regulatory requirements and internal data governance standards.
- Identify potential compliance risks and escalate appropriately to the Senior Manager – Visa Compliance & Financial Aid.
- Support the School in maintaining robust audit readiness by ensuring documentation is complete, accurate, and retrievable.
- Ensure all records and case files are handled in accordance with UK GDPR requirements and the School's record retention policies

Collaboration

- Work closely with the People Team, Faculty HR, Talent Acquisition, RFO, and Executive Education to ensure coordinated support for sponsored faculty and staff.
- Build strong relationships across departments to enable effective planning of sponsorship activity and visa timelines.
- Collaborate with colleagues within the CoE to ensure clear alignment between advice and compliance functions.

- Contribute to cross-functional discussions regarding international mobility and non-UK visa considerations where relevant.

Continuous Improvement

- Monitor visa processes and stakeholder feedback to identify opportunities for improvement, simplification, and standardisation.
- Contribute to the development of structured service packages for faculty and staff in line with the CoE's tiered service model.
- Support the implementation of improved systems, templates, and automation tools to enhance service efficiency and resilience.
- Stay up to date with immigration legislation and sector developments, maintaining professional networks and undertaking relevant CPD.

KPIs:

- Delivery of accurate, compliant, and timely visa advice within agreed service levels.
- High levels of stakeholder satisfaction from faculty and staff.
- Case files maintained in accordance with regulatory and internal standards.
- Timely escalation and resolution of complex or high-risk cases.
- Contribution to the continual development of policies, processes, and guidance materials.
- Maintenance of an up-to-date CPD log reflecting ongoing professional development.

Knowledge/Qualifications/Skills/Experience required

Essential

- Bachelor's degree or equivalent experience.
- Strong and up-to-date knowledge of UK immigration rules, particularly Skilled Worker and settlement routes.
- Experience of providing immigration advice or support within a regulated or professional environment.
- Experience of working in a customer-facing advisory role, supporting individuals with complex or sensitive matters.
- Excellent organisational skills and meticulous attention to detail.
- Excellent written and verbal communication skills, with the ability to explain complex immigration matters clearly and confidently.
- Strong analytical and problem-solving skills, with the ability to assess risk and escalate appropriately.
- Ability to manage a varied caseload and prioritise effectively in line with regulatory deadlines.
- High level of discretion and ability to manage confidential information.

Desirable

- Experience of working within a Higher Education Institution.
- Experience of supporting Skilled Worker sponsorship within an organisation.
- Professional qualification or accreditation in UK immigration advice.
- Experience of working in a sponsor licence compliance environment

Resources including team management	Not applicable
Staff	Not applicable
Budgets	Not applicable
Date Updated	24 February 2026
Next review	