

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 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 Fixed term role is based in the Visa Compliance & Financial Aid Team and offers a crucial front line support service to admits, students and staff, providing expert advice on matters related to immigration.

The role holder will be responsible for the provision of specialist immigration advice during the peak recruitment cycle, supporting admits and incoming students to navigate complex immigration rules through a mixture of 1-2-1 appointments, group presentations, financial document checks, and written guidance.

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 upholding high standards of service with clear accountability and ownership.
- Efficiently manage and triage inquiries from admits and staff within agreed turnaround times, delivering a premium service to all stakeholders.
- Support the issuance of Confirmation of Acceptance for Studies (CAS) to admits by assessing eligibility, advising on requirements, and assisting with Student visa application process.
- Ensure timely, accurate, and professional responses to queries received via all relevant platforms, including email and MEETLBS.
- Advise and support admits in preparing for interviews related to their Student visa applications.
- Review, approve, and provide guidance on financial documents for admits prior to CAS issuance.
- Maintain records of financial documents and collaborate with the Admissions team to ensure the smooth issuance of CAS.
- Provide accurate advice and support to admits whose visa applications have been delayed or refused, exploring appropriate options for resolution
- Maintain a caseload of immigration cases, ensuring timely and thorough documentation, exploring suitable outcomes, offering follow-up appointments, and liaising with external and internal stakeholders
- Identify and escalate complex immigration cases to senior colleagues and/or refer to external immigration consultants as appropriate.
- Raise necessary queries with UKVI and ensure timely resolution and escalation when required.
- Deliver presentations and webinars, both in-person and online, to incoming students.
- Actively participate in events organised by the Admissions and Programme teams.
- Actively promote and share the work of the Visa & Financial Aid Team, building awareness and taking a proactive approach to student support.

Collaboration:

- Work in partnership with Senior International Student Advisor, and Senior Manager - Visa Compliance & Financial Aid to ensure the effective and successful delivery of services.
- Collaborate closely with colleagues in the Admissions team to ensure that information is consistently shared throughout the CAS/visa cycle.

- Work closely with the Visa Compliance Officer to provide necessary support and guidance to non-standard students, such as those who have deferred their studies

Compliance:

- Maintain awareness of the compliance and reporting requirements set by UKVI, supporting both admits 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.

KPIs:

- Provision of excellent service, including but not limited to by responding to all enquiries within agreed timeframes
- Delivery of accurate and professional advice to incoming students regarding the visa application process.
- Timely review and approval of financial documents
- Case files maintained and updated in a timely manner and in accordance with the Statement of Service and IAA guidelines
- Delivery of high-quality, informative, and engaging presentations and webinars to incoming students

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 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 deliver engaging presentations and webinar

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	19 Feb 2025
Next review	19 Feb 2026