

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 Fixed term role within the Visa Compliance & Financial Aid Team and provides crucial front-line support to admits, students, graduates, and staff, providing expert advice on immigration and financial aid matters.

The postholder will be responsible for specialist immigration advice, supporting admits and students in navigating complex immigration rules through 1-2-1 appointments, group briefings, financial document checks, webinars, and written guidance.

The post holder will lead on the checking of financial documents prior to CAS issuance and will also support students in seeking financing options through Student Loan providers.

Key Areas of accountability and Key Performance Indicators (KPIs)

Delivery and Support:

- Provide specialist, up-to-date immigration and financial-aid advice to applicants and students in line with the team's Statement of Service and relevant regulatory standards.
- Efficiently manage and triage inquiries from admits and staff within agreed turnaround times, delivering a premium level of 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.
- Maintain accurate records of financial document checks to support the monitoring of KPI's, including turnaround time.
- Monitor open cases and pending financial checks, ensuring timely and co-ordinated follow-up
- Collaborate with the Admissions team to ensure the smooth issuance of CAS, providing advice, guidance and support to colleagues as required.
- Conduct one-to-one appointments (in person and online), group presentations and webinars for admits and students.
- Review, approve and record financial documents submitted by applicants prior to CAS issuance; advise on acceptable evidence of funding and alternative financing options.
- Provide guidance to admits on preparing for visa interviews and on responding to application delays or refusals, advising on appropriate next steps.
- Maintain accurate and timely case records, offer follow-up appointments where appropriate, and liaise with internal and external stakeholders.
- Identify and escalate complex immigration cases to senior colleagues and/or refer to external immigration consultants, regulated by the Immigration Advice Authority (IAA).
- Ensure timely, accurate, and professional responses to queries across all platforms, including email and MEETLBS.
- Actively promote and raise awareness of the work of the Visa & Financial Aid Team, taking a proactive approach to student support.

Collaboration:

- Represent the Visa & Financial Aid Team and actively participate in events organised by the Admissions and Programme teams.

- Work closely with colleagues across Visa Compliance & Financial Aid, Admissions, and Programme teams to ensure consistent information is shared throughout the CAS and visa cycle.
- Support and train colleagues in undertaking financial document checks and in the applying relevant procedures accurately and consistently.
- 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 with the Visa Compliance Officer to provide support and guidance to non-standard students, such as those who have deferred their studies.
- Provide any necessary training or guidance to other team members to support cross-skilling across the team

Compliance:

- Support the Senior Manager - Visa Compliance & Financial Aid in preparing for the annual audit required by the US Department of Education.
- Assist with 60-day monitoring checks, identifying students who have significant gaps in their studies.
- Support the timely completion of Right to Study checks at the start of the academic year, ensuring all students have the right to study in the UK and their visa/passport details are accurately recorded.
- Stay up to date with UKVI compliance and reporting rules, supporting admits and the School in meeting these obligations.
- Provide advice in line with IAA standards and the UKCISA Code of Practice and Ethics.
- Record all advice and case actions in detailed case notes, maintaining strict confidentiality and safeguarding sensitive information.
- Identify and address actual or potential student compliance issues, escalating them promptly and confidentially to the Senior Manager — Visa Compliance & Financial Aid.
- Ensure all records and case files are managed in accordance with UKGDPR, School retention policies, and the Visa & 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
- Right to Study checks are completed within agreed timeframes

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 and

sponsoring institutions

- 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
- An understanding of student records management with experience in handling and manipulating data
- 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 webinars to students and stakeholders

Desirable

- Experience of working in a Higher Education Institution
- Experience of providing immigration advice and/or guidance or prior experience in an immigration compliance context
- 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	13 Feb 2026
Next review	13 Feb 2027