

# JOB DESCRIPTION

<b>Job Title</b>	<b>Manager, Visa Compliance</b>		
<b>Reporting to</b>	<b>Senior Manager, Visa Compliance &amp; Financial Aid</b>		
<b>Department</b>	<b>Business Operations and Services</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>3</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

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

The Visa Compliance Manager is responsible for the operational delivery of visa compliance activity across the School, within the governance framework of the Visa Centre of Excellence.

The role has primary responsibility for ensuring that all visa-related processes, records and reporting obligations are delivered accurately, consistently and in full compliance with UK immigration regulations and internal policy.

Reporting to the Senior Manager – Visa Compliance & Financial Aid, the role supports the day-to-day management of Student and Skilled Worker compliance activity, including right-to-work and right-to-study processes, monitoring of visa conditions, statutory reporting and audit readiness.

The post-holder will maintain strong and up-to-date knowledge of UK immigration requirements and will proactively monitor, review and strengthen systems and processes to ensure effective risk mitigation and regulatory compliance.

The role works closely with stakeholders across Degree Education, People Team, Faculty HR, Executive Education and other service areas to ensure consistent and defensible visa practices across the School.

## Key Areas of Accountability

### Delivery and Support

- Contribute to the operational development of the Visa Centre of Excellence, ensuring alignment with agreed service model and governance framework.
- Support the Senior Manager in translating regulatory requirements into clear operational delivery plans.

- Contribute to the development of KPIs and service standards to measure compliance effectiveness and service quality
- Manage the day-to-day operational delivery of visa compliance activities across Student and Skilled Worker routes.
- Ensure right-to-work and right-to-study checks are conducted accurately and consistently in line with Home Office requirements.
- Establish fail-safe processes to ensure that Casual Staff on student visas adhere to their weekly work limits.
- Oversee visa tracking processes, including visa expiry monitoring, reporting deadlines and condition monitoring. Manage the visa application process for staff and faculty, including issuing Certificates of Sponsorship
- Work closely with the People Team and Faculty HR to ensure clear and effective support for staff and faculty on sponsored visas
- Work closely with Faculty HR to ensure PPE support is provided clearly and effectively for affiliate faculty.
- Ensure appropriate escalation of high-risk or complex cases to the Senior Manager.
- Provide specialist guidance to internal stakeholders on visa compliance matters.
- Support the delivery of agreed tiered service levels across stakeholder groups

### **Compliance**

- Identify emerging compliance risks and propose mitigation strategies.
- Support Senior Manager, Visa Compliance and Financial to ensure accurate and timely completion of statutory UKVI reporting requirements.
- Ensure all required records are maintained in accordance with sponsor guidance and are audit-ready at all times.
- Oversee monitoring processes relating to student attendance and engagement where required for visa compliance.
- Support preparation for UKVI audits and internal compliance reviews.
- Support periodic internal compliance checks to identify and address areas of risk or non-compliance.
- Ensure policies, procedures and guidance documents are kept up to date in line with current immigration legislation.

### **Analysis and Reporting**

- Extract, analyse and interpret visa-related data from relevant systems to support compliance and reporting.
- Produce regular compliance dashboards and exception reports for the Senior Manager.
- Maintain clear documentation of compliance processes and decisions to ensure defensibility.
- Contribute to institutional reporting where visa compliance data is required

### **Stakeholder Management**

- Build and maintain strong working relationships with key stakeholders across Degree Education, People Team, Faculty HR, Executive Education and Programme Offices.
- Act as a point of contact for operational visa compliance queries.

- Support delivery of training and briefings to relevant staff and managers to ensure consistent understanding of visa obligations.
- Maintain a professional working relationship with UKVI, escalating matters via the Senior Manager where appropriate.

### **Process Improvement**

- Review and improve visa compliance processes to strengthen efficiency, consistency and audit defensibility.
- Support system enhancements and data standardisation across the CoE.
- Reduce reliance on manual tracking and spreadsheet-based processes where possible.
- Embed clear documentation and knowledge management practices within the team

### **Change Management**

- Support implementation of the new CoE operating model.
- Contribute to change initiatives affecting visa processes, systems or governance arrangements.
- Ensure stakeholders are appropriately supported during process changes.

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

- Bachelor's degree or equivalent experience.
- Strong working knowledge of UK immigration law and UKVI sponsor requirements (Student and Skilled Worker routes).
- Experience managing compliance processes in a regulated environment.
- Strong analytical skills and ability to interpret regulatory guidance.
- Excellent organisational and record-keeping skills with high attention to detail.
- Experience of developing or improving operational processes.
- Ability to manage multiple stakeholders and prioritise based on risk.
- Line management experience desirable.
- Excellent communication skills, with the ability to explain complex regulatory requirements clearly.

<b>Staff</b>	n/a
<b>Budgets</b>	n/a
<b>Date Updated</b>	<b>23 February 2026</b>
<b>Next review</b>	

