

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.
- We want to create 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 option to finance their studies through Student Loan providers and advise on about the available loan options.

Key Areas of accountability and Key Performance Indicators (KPIs)

Delivery and Support:

- Manage and triage first-line enquiries regarding Visa & Financial Aid from admits, students, graduates, and staff, ensuring an efficient delivery of a premium service to all stakeholders.
- Organise and deliver training sessions to internal stakeholders on matters related to visa, and immigration, and financial aid.
- Support the issuance of confirmation of acceptance of studies (CAS) to current students, assessing eligibility, advising on requirements, and supporting students with their visa applications.
- Create and update student guidance documents and ensure that published information related to visa & financial aid is up to date, relevant and clearly presented on various platforms i.e. website, MEETLBS and Canvas.
- Maintain a caseload of complex immigration cases, ensuring timely and thorough recording of cases, exploring suitable outcomes, offering follow-up appointments, and liaising with external and internal stakeholders to see each case through to a satisfactory conclusion.
- Identify where complex immigration cases require escalation if outside own competencies to senior colleagues and/or signposting to external immigration consultants where applicable.
- Reviewing and approving financial documents for admits prior to CAS issuance
- Liaise with UKVI caseworkers and escalate queries through to satisfactory and timely conclusion, where necessary
- Organise and deliver presentations to large groups of admits and students
- Actively participate in programme welcome events
- Provide secretarial support to the Hardship Fund panel, supporting the management of hardship cases 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:

- To keep up to date with relevant immigration legislation and developments in the sector by attending training courses and actively participating in professional sector networks such as Association for International Student Advisers (AISA).
- Ensure relevant trainings are undertaken and Continuous Professional Development (CPD) log is maintained

Collaboration:

- Collaborate closely with team members and stakeholders across the School to enable cross department working, drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.
- Work in partnership with Senior International Student Advisor, and Senior Manager - Visa Compliance & Financial Aid to ensure the professional and successful operation of student services.

Compliance:

- Maintain an overview of compliance related requirements and ensure advice given to students is in adherence with standards of the Office of the Immigration Services Commissioner (OISC) and the UKCISA Code of Practice and Ethics.
- Identify actual/potential student compliance issues, discuss/escalate with/to the Senior Manager - Visa Compliance & Financial Aid for appropriate action, whilst ensuring confidentiality is maintained.
- Maintain strict confidentiality, including the integrity and sensitivity of records. Ensure all records and casefiles are handled in accordance with the UKGDPR requirements and the School's record retention policies.

Continuous improvement:

- Monitor processes, systems and practices within Visa & Financial aid, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs and immigration legislation, feedback and/or current best practice thinking; follow through on improvements once agreed

KPIs:

- Exceptional, efficient and accurate delivery of advice in the areas of Visa & Financial Aid in accordance with OISC, UKCISA and US Federal Student Aid regulations.
- Contribute in improvements to processes and procedures in the Visa Compliance and Financial Aid team
- Excellent written and verbal communication skills, able to communicate at all levels

(including public speaking)

- Complete and log records of training and CPD sessions undertaken from a recognised advice sector provider
- Knowledge and understanding of UKVI and US Federal Student Aid regulations with necessary processes
- Excellent internal and external stakeholder management

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Experience of providing premium customer service
- Experience of supporting students with complex issues
- Experience of working as a collaborative team member, who can also work independently
- Excellent organisational skills and meticulous attention to detail
- Analytical and problem-solving skills, using own initiative to suggest options for resolution
- Excellent spoken and written communication skills and the ability to break down technical issues and explain them in layman's terms.

Resources including team management	Not applicable
Staff	Not applicable
Budgets	Not applicable
Date Updated	02 March 2023
Next review	02 March 2024