

JOB DESCRIPTION

Job Title	Senior Manager – Visa Compliance & Financial Aid		
Reports to	Associate Director – Visa Compliance & Financial Aid		
Department	Degree Education		
Job Family	Business Services	Level	4

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 and Career Centre (DECC) contributes to the School's vision by:

- Supporting the School's suite of degree programmes
- Attracting and selecting talent from around the world
- Creating an environment in which students can learn and faculty can teach
- Maximising 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 is a key role with specific responsibility for the operational delivery of the School's compliance requirements for both US Federal Student Aid and UK Visas and Immigration (UKVI).

The role will support and deputise for the Associate Director, Visa Compliance & Financial Aid, with primary responsibility for leading on the monitoring and timely reporting of students, and for ensuring that records are accurately maintained in accordance with both UKVI and US Federal Student Aid requirements.

The role is also responsible for facilitating the accurate and timely disbursement of student loans, working in collaboration with the Accounts Team and acting as a liaison between external loan providers, internal stakeholders, students, and admits.

The post-holder will maintain an up-to-date and expert knowledge of UKVI and Financial Aid requirements, pro-actively monitoring, developing, and continually reviewing systems and business processes in order to maintain effective controls that support the School's priorities.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy within the Visa Compliance & Financial Aid service, ensuring alignment with wider departmental strategies and overall School priorities.
- Develop operational delivery plans, based on strategic objectives, ensuring successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support assessment of the quality and efficiency of service delivery.

Service Delivery

- Manage the operational day-to-day delivery of the Visa Compliance and Financial Aid service.
- Measure performance and output against agreed targets and Key Performance Indicators to ensure the delivery of a first-class service.
- Share expertise and provide specialist advice to internal and external stakeholders, supporting effective decision-making across the School.
- Deliver specialist training to key stakeholders in the Programme Offices, Admissions teams, Research and Faculty Office, and other relevant teams.
- Use specialist knowledge to diagnose and seek resolutions to complex issues, escalating to the Associate Director where appropriate.

- Liaise with Accounts and loan service providers to resolve issues related to the disbursement of third-party funds to students.

Analysis and Reporting

- Support effective decision-making and risk management within the department and across the School through a data-led approach.
- Extract and utilise data from multiple sources to support statutory reporting and compliance duties.
- Liaise with Business Analysts to develop complex reports to provide information and inform planning, operational delivery, and decision-making.
- In collaboration with loan service providers and the Accounts Team, produce regular and accurate reports and statistics on loan provision and disbursements.

Compliance

- Provide advice to colleagues and internal/external stakeholders on the interpretation of relevant policies, procedures, and regulations.
- Lead on the statutory UKVI and US Federal Student Aid reporting requirements, ensuring all reporting is completed within stipulated timeframes.
- Manage the attendance monitoring and associated escalation processes for students on a Student Visa.
- Oversee the digital registration/right-to-study checks, ensuring that all students have the right to study in the UK throughout their studies.
- Arrange, manage, and prepare for the annual US Federal Student Aid audit.
- Support the Associate Director in maintaining the School's UKVI Sponsor Licence through the development of risk mitigation strategies, policies, and business practices.
- Work with the Associate Director to identify areas of, and seek creative solutions to, risk.

Collaboration

- Build and maintain strong relationships across all stakeholders, including Accounts, Admissions teams, Programme Offices, Career Centre, and the Dean's Office, ensuring that the service delivered meets their business needs.
- Develop and enhance relationships with specified stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Continually seek opportunities for cross-departmental collaboration

Stakeholder Management

- Build and manage relationships with loan service providers to ensure the accurate and timely certification and disbursement of loans.

- Maintain a positive working relationship with the School's UKVI Account Manager, seeking their advice and providing robust challenge where appropriate.
- Manage and maintain good working relationships with the service's internal stakeholder network across the organisation.

Project Management

- Support the delivery of a portfolio of projects across visas and financial aid, ensuring successful delivery within budget and to quality standards and targets. This may include leading workstreams for large/complex projects.
- Provide subject matter expertise to strategic, complex and/or high-impact projects to support their successful delivery.

Process Improvement

- Support the continuous development and improvement of policies, processes and systems across the Visa Compliance and Financial Aid service.
- Champion a continuous improvement approach, continually seeking opportunities to enhance business practices.
- Use best practice from across the sector to identify opportunities to enhance the service and working practices.
- Work with loan service providers to review disbursement and certification processes, ensuring that they are appropriate, effective, and efficient.

People Management

- Translate the Department vision into a meaningful purpose for the team and inspire the team to achieve it.
- Set and develop an appropriate culture for the team, through role modelling the School's values, setting behavioural expectations, and supporting team wellbeing.
- Ensure staff are aware of and comply with all relevant policies and procedures.
- Define and communicate the team's priorities and workload, in line with the wider Departmental priorities and team job roles.
- Monitor performance against agreed targets to ensure that service standards are maintained, and priorities and objectives are delivered.
- Role model, encourage and enable collaboration across the team, to ensure high levels of engagement collective achievement of goals.
- Support the development of staff through development plans and learning opportunities, enhancing performance and appropriate career progression.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues.
- Consider the impact of change on processes, systems, and people to ensure appropriate steps are taken for successful implementation.

- Consult with and advise on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.
- Support the Associate Director in implementing change programmes across the Visa and Financial Aid service and wider department/School

KPI's:

- Delivery of a high-quality Visa Compliance and Financial Aid service, with enquiries answered within agreed timescales.
- Production of accurate data and high-quality reports to support decision-making.
- Records kept in full accordance with all relevant legislation and guidelines.
- Full visibility of data to facilitate the monitoring and tracking of external loans.
- Best practice information management and adherence to data protection legislation and information security guidance.
- Projects delivered on time, on budget, and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Excellent stakeholder feedback.
- Contribution to the continual development of policies, processes, and systems.
- Satisfactory outcomes to the annual US Federal Student Aid audit and internal/external UKVI compliance audits

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Significant experience of working in the Financial Aid/Support and/or Visa Compliance fields.
- Strong and up-to-date knowledge of policies, regulations, and statutory requirements in Financial Aid/Support
- Good working knowledge of UKVI requirements as they apply to a licenced educational sponsor.
- Excellent communication skills with the ability to engage with, and inspire confidence from, a variety of audiences.
- Excellent analytical and problem-solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on risk.
- Experience of process review, development, or improvement.
- Ability to maintain and develop a comprehensive network of contacts

Resources including team management

Line management 1 x Visa Compliance Administrator
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Staff	1
Budgets	£0
Date Updated	15/10/2021
Next review	October 2022