

# JOB DESCRIPTION

<b>Job Title</b>	<b>Associate Director, Visa Compliance &amp; Financial Aid Support</b>		
<b>Reports to</b>	<b>Director, Business Services</b>		
<b>Department</b>	<b>Degree Education &amp; Career Centre</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>5</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

Degree Education & Career Centre (DECC) is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes and its career advice programmes and services.

The degree programmes include the MBA, a suite of Executive MBA programmes (London-based, Dubai-based, EMBA-Global with Columbia Business School and EMBA-Global Asia with Columbia and HKU), the Sloan Masters in Leadership and Strategy, the Masters in Finance (full-time and modular), the Masters in Management, the Masters in Analytics & Management, and the Masters in Financial Analysis.

The degree programme portfolio is delivered to circa 2500 students, 90% of whom are international students. Whilst the majority of students are based at the London campus, we operate programmes in Dubai and have partner programmes based in New York and Hong Kong.

The Degree Education portfolio represents over 60% of London Business School's revenues. With a number of programmes ranked in the top 10% by the Financial Times.

The department also plays an essential role in supporting the School's brand and reputation.

The Business Services team within DECC provides an important range of functions to internal stakeholders (including Senior Management, Departmental Heads, Faculty, and Students) and external stakeholders (including HESA, UKVI, US Department of Education), including:

- Measuring and analysing student experience satisfaction
- Annual reporting to regulatory and accreditation bodies
- Providing expertise and support on data compliance and third party engagement
- A dedicated visa compliance and financial aid advisory functions.
- Project and change management support.

## Job Purpose

This role is responsible for ensuring the School's compliance with UK Immigration regulations relating to degree programme students and providing an advice and support service to students. The role will be the key liaison between UKVI and internal stakeholders, and lobby external bodies, such as UKVI, Home Affairs Committee, UniversitiesUK and UKCISA on behalf of the School.

The role is also responsible for optimising access of financial aid solutions for potential students by managing relationships with financial aid partners, meeting financial aid compliance requirements, acting as liaison between financial aid partners and internal stakeholders, and providing advice and support services to students.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### Key areas of accountability:

#### **Compliance**

Ensure the School is fully compliant with all aspects of immigration regulations with respect to degree programme students. This includes:

- continually monitoring developments in UK immigration legislation and updating sponsor guidance, internal policies, internal systems and processes accordingly.
- Ensuring the School process for issuing Certificates of Acceptance of Studies (CAS) is robust and fit for purpose, liaising closely with the Dean's Office, Recruitment & Admissions teams and IT.

- Ensuring robust processes are in place to carry out annual internal audits, attendance monitoring, and visa expiry monitoring to ensure student records comply with UKVI requirements (working with programme offices)
- Leading on preparations for institutional UKVI audits and visits and delivering on action plans following these engagements.
- Managing the School's BCA renewal application on an annual basis; and the School's standard licence application which is due for renewal every four years.
- Expanding awareness of immigration policies and processes in DECC and in other LBS departments by developing and delivering immigration compliance workshops and information sessions to relevant internal stakeholders.
- Liaising with UKVI on School policies, guidance advice and implementation of policy / regulations as required.
- Leading the School response when sponsored students who are at risk or have not met the terms of their visa; agree appropriate actions with internal stakeholders in line with UKVI requirements

Ensure the School is fully compliant with all aspects of financial aid regulations with respect to degree programme students. This includes:

- Ensuring the School is prepared to engage with the US Department of Education Loans audit.
- Collaborating with colleagues on annual HESA reporting with respect to reporting of Student Loans Company (SLC) funded students
- Ensuring certifications of student enrolment and attendance is accurate and timely for all financial aid providers including, but not limited to, Veterans Affairs, ELCAS, Student Loans Company for England, Canadian Loans and Sallie Mae.

## **Service Delivery**

Visa advice and support service:

- Lead on the provision of a high-quality and responsive immigration advice and case management service to admits (as they progress through the CAS process), students, recent alumni and their dependents; Coordinate with Recruitment and Admissions department to ensure a joined up advice service
- Provide an advice service on immigration regulations to recruiters and students who are applying to work in the UK after their studies; Work with the Career Centre team to provide an endorsement service for the Start Up visa route.
- Maintain a framework that effectively communicates and signposts guidance and resources to applicants, admits, students and recent alumni to support their immigration needs.

Financial aid advice and support service:

- Lead on the provision of a high-quality and responsive financial aid advice service to admits and students; Coordinate with Recruitment and Admissions department and Accounts department to ensure a joined up advice service

- Maintain a framework that effectively communicates and signposts guidance and resources to applicants, admits, and students who are researching or applying for financial aid

### **Collaboration and Development**

- Coordinate and maintain exceptional information flows to create transparency and connectivity with all stakeholders and in particular external compliance and regulatory bodies.
- Develop and manage ongoing relationships with key stakeholders to identify and deliver solutions that benefit all parties across London Business School.
- Establish networks across organisational peer groups and outside of London Business School to gather and share information to ensure that professional services are delivered in line with industry best practice.
- Take the lead on and/or represent the area/department in cross-departmental initiatives to enable London Business School to better meet its strategic goals.

#### Visa compliance and support:

- Lead on student immigration policy consultations and advice to external bodies
- To represent the School at external student immigration-related consultation / policy events and activities.
- To liaise as applicable with UniversitiesUK & UKCISA.
- To lead the School response to governmental and sector lobbying on student immigration issues; inclusive of, but not limited to UKVI, Home Affairs Committee and Migration Advisory Group consultations
- Liaising with the School's communications team, respond to Press / Media interview requests in respect of UKVI / student immigration matters.

#### Financial aid support:

- Manage and develop relationships with financial aid partners, including Prodigy Finance and the US Department of Education.
- To continually assess the market for new financial aid product offerings and wider partnership opportunities
- To coordinate with Prodigy Finance and the Accounts department to coordinate the loan disbursements;
- Work with the Recruitment and Admissions team to advise on the departmental scholarship strategy.

### **Analysis and Reporting**

- Produce reports, or oversee the production of reports in own area of specialism, to be used by senior management in the decision-making process.

### **Strategy and Planning**

- Contribute to the development of a vision/strategy for a department/division to enable the realisation of the London Business School vision.

- Develop and lead the implementation of plans for an area/department to support the achievement of wider departmental/organisational goals.
- Lead the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

### **Project Management**

- May manage projects in own area of specialism, or contribute to cross-School projects, providing subject matter expertise to help achieve projects objectives.
- Provide subject matter expertise to strategic, complex and/or high-impact projects to support their successful delivery.

### **Process Improvement**

- Use management information to recommend new/enhanced policies to support business improvement.
- Contribute to the development of new/enhanced policies, processes, solutions and systems, and lead on the implementation of improvements in a defined area of Business Services.

### **People Management**

- Translate the School and department vision in to a meaningful purpose for the team and inspire the team to achieve it.
- Set and develop appropriate culture for the team, through role modelling the School's values, setting behavioural expectations, promoting inclusivity and supporting team wellbeing. Ensure team 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. Manage performance/achievement/engagement to ensure that the team achieves individual priorities and collaborates with colleagues to achieve wider goals.
- Role model, encourage and enable collaboration across the team(s), to ensure high levels of engagement collective achievement of goals.
- Identify team development needs, develop plans and create/promote learning opportunities, to enable good performance and impact in current role and appropriate career progression.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, develop and communicate plans to ensure change is successfully implemented within own division/ department.
- Partner with the business to identify opportunities for positive, service enhancing change, and develop strategies to ensure the change is successfully implemented and the benefits are realised.

### **KPIs:**

- Well defined, clearly communicated and executed strategies and/or plans for area of work.
- Trusted adviser relationships developed with key stakeholders.
- Excellent stakeholder feedback.
- Development of high-quality policies and processes.
- Smooth operation of reporting cycle in own area producing highly-accurate data which informs decision making.
- Contribution to cross-School initiatives.
- Projects delivered on time, on budget and to quality standards.
- Contribution to continuous improvement in School rankings.

### Knowledge/Qualifications/Skills/Experience

#### Required:

- Bachelor's degree or equivalent experience.
- Professional qualification (eg. OISC) or equivalent experience.
- Excellent communicating and influencing skills, with the ability to negotiate, collaborate and influence.
- Experience of managing internal relationships at all levels.
- Demonstrable credibility and a network of contacts in the area of immigration.
- Subject matter expert in immigration legislation, policies, tools and systems
- Project or change management certification and experienced in leading and implementing complex business change solutions.
- Broad understanding of each of London Business School's activities and offerings.
- Ability to scan the horizon, identify industry best practice and translate this into future planning for own area of specialism.
- Proven financial management skills and commercial acumen.

<b>Staff</b>	<b>4</b>
<b>Budgets</b>	<b>n/a</b>
<b>Date Updated</b>	<b>January 2021</b>