

JOB DESCRIPTION

Job Title	International Student Advisor		
Reports to	Senior Manager – Visa Compliance & Financial Aid		
Department	Degree Education		
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 and Career Centre 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 through 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 is a key role with specific responsibility for providing Degree Programmes admits, students and staff with essential advice and information relating to visas and financial aid.

The role will provide front line support to prospective and current students to ensure they have the most up to date, accurate information related to visas and financial aid.

The individual will be required to pro-actively develop and review the information provided to students in hard copy, online and in one to one meetings with students.

The post holder will be responsible for reviewing and revising external information and guidance related to visas and financial aid to ensure students are provided with correct information at all times.

Further, the post holder will be required to support the Associate Director and the Senior Manager - Visa Compliance & Financial Aid to provide consistent, joined up support for LBS students and staff.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Apply visa and financial aid knowledge across degree programme applicants, admits and students to deliver required services in line with defined processes, escalating queries or tasks if outside own competency
- Respond to requests from all stakeholders, providing visa and financial aid advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational visa and financial aid day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective visa and financial aid support service.
- Support training to colleagues or stakeholders on visas and financial aid to upskill and educate others in the business support services provided.
- Ensure knowledge on immigration rules is kept up to date and advice delivered is accurate and complete.

Analysis and Reporting

- Independently collate, cleanse and analyse visa and financial aid data, and make recommendations based on analysis to support the department's decision making process.

- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Compliance

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential UKVI compliance issues and recommend appropriate action.

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

Project Management

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

Process Improvement

- Monitor processes, systems and practices within visas and 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.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of a high-quality, and accurate advice service in visas and financial aid.
- UKVI and US Federal Aid compliance with necessary regulations/processes.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Contribute to improvements to processes and procedures in visas and financial aid
- Production of high-quality reports, with the identification of trends and issues.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Experience of supporting students with complex issues
- Experience of providing a high-level of service within a customer-facing environment
- Knowledge and understanding of UK immigration system for students
- Preference for OISC qualification or equivalent experience
- Excellent spoken and written communication skills and the ability to break down technical issues and explain them in layman's terms.
- Strong analytical and problem solving skills.
- Good project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Positive experience of working within a customer-services orientated environment.

Resources including team management

n/a

Staff

n/a

Budgets

n/a

Date Updated

05 March 2021

Next review

December 2021