



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Student Wellbeing Service Administrator

Department/Division: Student Wellbeing Service; Student Services; Academic Registrar's Division
Accountable to: Student Wellbeing Service Administration Manager

Job Summary

The London School of Economics and Political Science (LSE) is one of the foremost social science universities in the world, with a global reach and an international student intake. The Academic Registrar's Division (ARD) is a key central support unit within the School. ARD's delivery remit is wide:

We are an informed and inspiring voice to our prospective students; a welcoming and friendly face to our new students; a knowledgeable and caring presence to our current students; and a proud and supportive friend to our graduating students. To our colleagues across LSE we are a professional and constructive source of help, support and advice. At LSE we're committed to making the School a welcoming, inclusive and healthy place for all. Our vision is that together, we will shape our School so that everyone feels empowered to realise their potential, cope with challenges and contribute to our community.

Within ARD, Student Services comprises of the Student Services Centre (SSC) and Student Wellbeing Services (SWS) under the leadership of the Head of Student Services. SWS encompasses the provision of direct services to students which currently includes student disability, mental health and counselling support, proactive outreach to students to promote timely engagement with services, the development of effective peer and self-help, and community building activities to promote cross School student wellbeing (including trainings, workshops, and other engagement activities).

We are seeking to appoint an administrator to work as part of our integrated admin team providing an efficient, customer-focused and professional front line service within the Student Wellbeing Service. The administrator will be initial point of contact for students, staff and other enquirers and will be responsible for a range of admin support.

The successful post-holder will be committed to providing outstanding customer service and working flexibly within an integrated administration service facilitating the work of a multi-disciplinary team. We are looking for someone who is flexible, proactive and organised with excellent attention to detail and with experience of working in a busy customer facing environment.



Duties and Responsibilities

- Provide a wide range of administrative support to the Student Wellbeing Service working flexibly across different aspects of the service
- Act as a first point of contact for students, families/ carers and staff, providing accurate information on SWS and wider School practice
- Provide an excellent customer service to students; assisting with front line enquiries; answering telephone calls and responding to emails in a timely manner.
- Be responsible for the day to day operation of core SWS systems, e.g. reception, inbox management, record keeping, and use of client relationship management (CRM) database and other software. Arrange student appointments where appropriate
- Provide admin support for students undertaking SpLD screenings including arranging appointments with external providers where appropriate
- Order supplies and services for staff and students whilst following LSE finance processes and ensuring invoices are processed in a timely manner
- Provide admin support for service team meetings where appropriate
- Maintain a good working knowledge of all SWS activity and provide cover across SWS as needed.
- Ensure that staff handbooks/guidance within SWS are kept up to date
- Understand the importance of confidentiality, the School's duty of care to students and the boundaries within which to operate when working with students, colleagues and third parties.
- Ensure communications are accurately maintained and up to date in all areas, including websites and publicity materials, factsheets and information in relation to service procedures.
- Undertake additional duties that may reasonably be assigned by the Deputy Head of Student Services (Wellbeing) or other senior managers within the ARD.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.