



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: Senior Administrator (Student Advice and Engagement)

Department/Division: Student Services Centre, Academic Registrar's Division

Accountable to: Head of Student Advice and Engagement Management or Deputy

Job Summary

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.

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.

The Student Service Centre (SSC) could be described as the 'engine room' of LSE's central academic administration. It offers mission critical functions that are fundamental to the student experience and educational journey, for example student advice, enrolling, maintaining the register, taking assessments, receiving results, and attending graduation ceremonies.

The postholder will provide administrative support for the operational delivery of the Student Advice and Engagement Team within the SSC. This team has direct responsibility for:

- Offering operational expertise to contribute to the School's strategies on central student advice, on engagement monitoring and, complementary to this, the School's UKVI Student Sponsor compliance strategy
- Developing the SSC processes to support student advice and engagement
- All relevant central student advice functions:
 - General student advice
 - Specific advice on wide ranging issues and processes; eg repeat teaching, interruption and post- results options
 - Triaging and escalating UKVI student visa advice as required
 - SSC counter coordination
 - SSC live chat coordination
- All relevant central student engagement functions:
 - Student class monitoring
 - Specific UKVI student engagement monitoring compliance
 - Returning student UKVI visa issuance
 - All relevant student change of status UKVI reporting
 - Ensuring preparation for UKVI compliance audit



Duties and Responsibilities

- Manage the day-to-day administration of the Student Advice and Engagement enquiries, organising, logging, distributing or responding to queries as appropriate
- Administer the processes and systems supporting all student advice and engagement relevant records, both electronic and paper based, and ensure they are maintained accurately and in accordance with LSE and legal requirements. To proactively identify data quality issues and resolve them in a timely manner.
- Administer all relevant central student advice functions:
 - General student advice
 - Specific advice on wide ranging issues and processes; eg repeat teaching, interruption, re-entry and post- results options
 - Triaging and escalating UKVI student visa advice as required
 - SSC counter
 - SSC live chat
- Administer all relevant central student engagement functions:
 - Student class monitoring
 - Specific UKVI student engagement monitoring compliance
 - Returning student UKVI visa issuance
 - All relevant student change of status UKVI reporting
 - Ensuring preparation for UKVI compliance audit
- Proactively support service development and innovation within the SSC Advice and Engagement Team.

General

- To participate in school-wide training sessions relating to the areas owned by this team.
- To provide information and advice to students and colleagues across the School on policies and procedures owned by the team.
- To inform managers regarding issues relating to the IT processes and specialist systems relating to the areas owned by this team.
- To assist in the collection and collation of management information as appropriate and in accordance with legal requirements.
- Liaising with the manager to create and maintain manuals that provide guidance on all processes and procedures owned by the team.
- Update webpages owned by the team as necessary.
- Participate in the induction and training of new permanent and temporary staff.
- Proactively collaborate and work with other teams within the SSC and assist as required.
- To work within legal requirements, with particular reference to UKVI Student Sponsor Guidance, Data Protection and Freedom of Information.
- Actively contribute to continued service improvements across Student Services.
- Undertake regular shifts on the SSC counter, responding to student enquiries in a helpful, friendly and accurate manner.
- Assist with all key administrative events such as Graduation, Campus Enrolment and Exams.
- Embody the School's values both within and outside the organisation, role modelling behaviour and encourage equality, diversity and inclusion.
- Undertake additional duties that may reasonably be assigned by the Student Advice and Engagement Manager and Deputy Manager or other senior managers.
- During peak times, some out of hours work may be necessary.



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.