



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: Work-Based Learning Assistant

Department/Division: LSE Careers **Accountable to:** Work-Based Learning Manager

Job Summary

Supporting the Employer Engagement Team, you will deliver the Work-based Learning Programme which comprises of a portfolio of student consultancy projects, innovation challenges, work-shadowing, internships etc.

You will help to design and implement activities that support student community building and active engagement with the Work-based Learning Programme.

You will assist with finding ways of promoting the Work-based Learning Programme to students and employers; and increasing engagement and understanding of the benefits of work-based learning through channels such as E-brochures, writing blogs, creating social media content and contributing content to the student newsletter.

You will also play a key role within the Employer Engagement Team in supporting the administration and delivery of work-based learning initiatives, employer services and events.

Duties and Responsibilities

Communication

- Be the first point of contact for general enquiries from students, alumni, LSE SU societies and employers, interested in participating in the Work-based Learning Programme and services that support student and employer connections
- Diagnose student and employer enquiries and advise on how to make the most of LSE Careers services and work-based learning initiatives
- Market services to students and employers using LSE Careers marketing guidelines and procedures, including communicating via HTML and targeted emails, newsletters, social media and printed material
- Draft and review various marketing material for print and digital media such as brochures, newsletters and information packs
- Communicate effectively with employers and students involved in the work-based learning programmes

Teamwork and motivation

- To participate flexibly and collaboratively with the Employer Engagement Team and the wider LSE Careers team



- Participate in regular team meetings updating colleagues on delivery of projects and assist with minute taking and preparation for meetings
- Assist in the delivery of various employer services and work-based learning programmes throughout the academic year
- Be an active member of various working groups when required

Liaison and networking

- Cultivate and maintain positive relationships with LSE students, alumni, LSE SU societies, staff, employers, and other external stakeholders
- Regularly communicate and liaise with students and alumni participating in internships, consultancy projects, work-shadowing etc., to better understand their needs
- Proactively troubleshoot issues related to work-related learning programmes and processes
- Liaise and engage with employers (businesses, charities, start-ups, social enterprises etc.) to participate in our Work-based Learning Programme and offer opportunities for the benefit of all students; working in conjunction with the rest of the Employer Engagement Team
- Identify employer leads for targeted outreach and marketing using insights gained from employer enquiries, vacancy posts and graduate labour market research

Service delivery

- Support with designing and implementing activities that support student community building and active engagement with the Work-based Learning Programme
- To respond to students, employers and staff enquiries in an informative and timely manner, maintaining a consistently high level of support and service whilst also utilising tact and discretion when necessary
- Deliver a high standard of programme administration
- Maintain accurate records on the careers system, including tracking of internship and consultancy project applications and progress, and relevant contractual documentation (e.g. students and employer agreements and terms and conditions)
- Oversee the end-to-end delivery of the Digital Work-Based Learning activities which involves creating marketing and communication campaigns, managing applications, coordinating the scheduling of workshops, and feedback and evaluation processes

Decision making

- Use knowledge and initiative to proactively resolve any issues from stakeholders including using the careers system and accessing services
- Follow, contribute and create procedures regarding work-based learning programmes and employer services including bursary and invoice payments, monitoring progress and feedback collection and reporting
- Work closely with the Work-based learning team and escalate issues when required

Planning and organising resources

- Support with the end-to-end delivery of work-based learning projects and employer services which includes marketing and communications campaigns, managing employer registrations and student applications, coordinating targeted emails, posting adverts, organising events, tracking student and employer payments, and feedback and evaluation process
- Support with end of project awards and showcase events to highlight and celebrate achievements of students and contribution of various stakeholders such as employers and alumni etc
- Ensure that employer facing webpages and student/employer forms on the careers system are up to date and user friendly
- Take responsibility for on-campus logistics such as room bookings, catering, AV needs and online support such as setting up Zoom/MS Teams links and sending out invitations



Analysis and research

- To work with the Employer Engagement Team to utilise student engagement, graduate outcomes and careers registration data and labour market intelligence to identify and target employers (businesses, charities, start-ups, social enterprises etc.) for the Work-based Learning Programme
- Research and explore trends in student, alumni and employer needs and behaviour, producing analysis and reports and deliver recommendations for colleagues in the team as directed and where necessary
- To work with the Work-Based Learning Manager to design and implement an evaluation framework to track the impact of work-based learning on student graduate outcomes over a 6, 12 and 18 month basis, and produce analysis and reports
- Identify potential employers to host internships, consultancy projects, work-shadowing etc., assessing opportunities and their relevance to student demographics and interests
- Ensure reflection and feedback forms are distributed on time, alongside collecting student, alumni and employer case studies and testimonials for marketing purposes
- Research and explore trends in student, alumni and employer needs and behaviour, producing analysis and reports and deliver recommendations for colleagues in the team as directed and where necessary

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the demands 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.