



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: Deputy Head of Student Advice and Engagement Management

Department/Division: Student Services Centre, Academic Registrar's Division
Accountable to: Head of Student Advice and Engagement Management

Job Summary:

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.

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.

Working closely with the Head of Student Advice and Engagement Management to ensure that long-term strategic objectives are effectively met, the postholder will assist in the planning and management the operational delivery of the Student Advice and Engagement Management 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 compliance strategy
- Developing the SSC processes to support student advice and engagement
- All relevant central student advice functions:
 - SSC front-facing services coordination including the SSC counter and SSC Live Chat
 - General student advice
 - Specific advice on pastoral issues; eg repeat teaching, change of circumstances, fitness to study
 - Specific UKVI student visa advice
- All relevant central student engagement functions and monitoring, including but not limited to UKVI compliance:
- Oversight of engagement processes such as Repeat Teaching, Exceptional Progression and Exam Barring
- UKVI activities for enrolled students including continuing student CAS issuance and all relevant student change of status UKVI reporting
- Ensuring preparation for UKVI compliance audit e.g. annual Appendix D data quality checks
- Secretarial duties for the Departmental Tutors Forum



Duties and Responsibilities:

- To assist the head and contribute towards leading the delivery of a consistent and professional service, ensuring customer service excellence aligned to ARD's and the School's Strategy.
- To assist the head in offering operational expertise to contribute to the School's strategies on central student advice, engagement monitoring and, complementary to this, the School's UKVI compliance strategy.
- Liaising with the relevant Heads and Deputy Heads within the SSC, to ensure that the processes and systems supporting all student advice and engagement relevant records, both electronic and paper based, are maintained accurately and in accordance with LSE and legal requirements.
- Ensure the maintenance of up-to-date knowledge and understanding of relevant UKVI procedures, processes, and associated legislation.
- Assist in the management of all relevant central student advice functions including but not limited to SSC front-facing services for students
- Proactively support service development and innovation within student advice and engagement; review and implement policies/ procedures and, standards for the area; analyse and interpret management information; undertake benchmarking and incorporate stakeholder feedback mechanisms to deliver continuous improvement.
- Specific advice and meeting with students on complex casework issues, e.g. repeat teaching, change of circumstances, fitness to study.
- Assist in the management of all relevant central student engagement functions:
- Engagement monitoring for all students, with specific reference to the UKVI Student engagement monitoring requirements where required.
- Ensure the maintenance of up-to-date knowledge and understanding of relevant UKVI procedures, processes, and associated legislation, and assist the manager in accurately interpreting these to be appropriately utilised by the School, ensuring compliance with the requirements of a UKVI audit.
- Working with the head, have oversight of UKVI activities for enrolled students including CAS issuance, ensuring Appendix D requirements are met and maintained, as well as mandatory reporting
- To proactively identify data quality issues and resolve them in a timely manner.
- Operational management of the Departmental Tutors' Forum and all associated processes
- Maintain excellent working relationships with internal stakeholders and external agencies including UKCISA, UKVI, Home Office, and Immigration Compliance Network.
- Where required, provide confidential immigration advice within the Office of the Immigration Service Commissioner (OISC) guidelines, the UKCISA Code of Practice and UKCISA / Association of International Student Advisers (AISA) Code of Ethics.
- To assist the head in liaising with SWS regarding short/mid-term advice and engagement matters and assist the Deputy Head of Student Services (Advice and Policy) in the overall longer-term development of these processes.
- Line management of staff who complete the processes for the duties outlined above.

General:

- Assist in the management of the day-to-day administration of the Salesforce/email inboxes owned by this team.
- To provide information and expert advice to students and colleagues across the School on policies and procedures owned by the team.
- To assist in the planning, management and delivery of school-wide training sessions relating to the areas owned by this team.
- To be responsible for the IT processes and specialist systems relating to the areas owned by this team. This includes training staff and ensuring the smooth running of these systems.
- To assist with the development of relevant IT projects, including participation in project teams and relevant testing.
- To provide management information as appropriate, including in accordance with legal requirements.



- To assist in managing the creation and maintenance of manuals that provide guidance on all processes and procedures owned by the team.
- To check that webpages owned by the team are updated as necessary.
- Recruitment, induction and line-management of permanent and temporary staff. In addition to the allocation of work and monitoring of the service provided, this will include conducting regular performance and development reviews.
- Delegate work effectively, setting clear objectives and providing encouragement and motivation.
- Work closely with other managers and teams within the SSC and to share resources as necessary.
- Deputise for the Head of Student Advice and Engagement Management as required and appropriate.
- To assist in ensuring team members are aware of and work within legal requirements with particular reference to Data Protection, Freedom of Information and UKVI Student Visa Compliance.
- Proactively collaborate with other areas of Student Services to ensure services and communications are co-ordinated and student focused.
- Alongside other Deputy Heads within the SSC, act as a senior point of call for complex queries that arise on the Student Services Counter, to ensure the service runs as expected and a point of escalation is available to counter staff.
- Assist as required 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 Head of Student Advice and Engagement Management and Deputy Heads of Student Services or other senior managers.

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 change 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.