



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 post holder.

Job title: Deputy Head of Wellbeing Team

Division: Academic Registrar's Division
Accountable to: Head of Wellbeing Team

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).

The Wellbeing Team delivers a range of student focussed services, including the Wellbeing Service (non-therapeutic wellbeing advice & signposting), the Peer Support Scheme, and campaigns, workshops & engagement events to proactively support the wellbeing of all LSE students. The Wellbeing Team also plays a crucial role in triaging students who approach the service and will support and direct students to the most appropriate support when required.

The postholder will report to the Head of Wellbeing Team and work in close collaboration with the other SWS managers, particularly with the other Deputy Heads, to support with the operational delivery of the Wellbeing Service. The postholder has line management responsibility for two to three Wellbeing Administrators working across the whole of SWS.

The Deputy Head of Wellbeing Team will be the primary lead for the proactive outreach work of the Wellbeing Team. They will manage the Wellbeing Administrators to act as the front line of student and staff enquiries and will take an active role in engagement events and opportunities across the School. The Deputy Head will also take a primary role in the operational management of the SWS budget, mostly in relation to expenditure for disabled students.



Duties and Responsibilities

- To assist the Head of Wellbeing Team and contribute to leading the delivery of the Wellbeing Team services
- To deputise for the Head of Wellbeing Team as required and appropriate
- Overall responsibility for the work of the Wellbeing Administrators, who act as a first point of contact for student and staff enquiries; and ensure they give accurate information on the remit and practices of SWS, as well as wider School procedures.
- Assist with the recruitment, induction, training and line management of staff
- Delegate work effectively, setting clear objectives and providing encouragement and motivation.
- Provide supervision and appraisal of staff in the team, including ensuring that staff have sufficient support, training, and experience to be able to deliver the highest standards of work with students and staff.
- Respond to requests for support from staff or allocate work as necessary to Wellbeing Administrators.
- Support the Wellbeing Team involvement in provision of triage and screening for those seeking help with their psychological, disability or wellbeing needs in line with the aims, practices and limits of the service. This will include use of assessment tools in combination with relevant questioning for the purpose of reaching an informed decision autonomously on appropriate outcomes or interventions.
- Provide information, advice, and support to students with disabilities and those who may be affected by wellbeing and/or mental health difficulties through wellbeing appointments. This includes face-to-face (drop-in sessions and appointments), online, telephone and email support. Maintain accurate and timely records and case notes of interactions with students and any consequent actions taken, using SWS systems, in line with GDPR policies.
- Contribute to planning, operations and improving service provision within SWS, including the Peer Support programme, and in collaboration with other areas of the School (e.g. Student Services, Admissions, Residential Services, DTS, Library, LSE Life etc).
- To lead the planning, management and delivery of outreach events, psychoeducational workshops, awareness days and LSE events like Welcome.
- Day-to-day management of relevant SWS budgets.
- Overall responsibility for ensuring efficient management of referrals and payments to external agencies, e.g. providers of non-medical help, specialist diagnostic assessors, and student support workers.
- Provide management information and data on relevant service operations, as well as student satisfaction.
- Take an active role in team meetings / working groups in relation to service delivery.
- Contribute as necessary to a range of communication areas, including websites and publicity materials, student 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.