



## 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 Student Adviser (Student Advice and Engagement)

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

**Accountable to:** Head of Student Advice and Engagement Management, and 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, in particular offering expert student advice on all relevant UKVI matters. 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 counter coordination
  - SSC livechat coordination
  - General student advice
  - Specific advice on pastoral issues; eg repeat teaching, interruption, re-entry and post-results options
  - Specific UKVI student visa advice
- All relevant central student engagement functions (including UKVI compliance):
  - 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



- Any relevant student exchange administration

The postholder is also expected to work closely with the Head of Student Advice and Engagement Management and Deputy to ensure short and mid-term strategic objectives are effectively met.

### Duties and Responsibilities

- To assist the head and deputy, in 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 and deputy in 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.
- Ensure the maintenance of up-to-date knowledge and understanding of relevant UKVI procedures, processes and associated legislation, and to assist the manager (and deputy) in accurately interpreting these to appropriately utilise by the School.
- With particular emphasis on cases requiring expert student advice on all relevant UKVI matters, manage the day-to-day administration of the Student Advice and Engagement enquiries, organising, logging, distributing or responding to queries as appropriate.
- Provide confidential immigration advice within the Office of the Immigration Service Commissioner (OISC) guidelines, the UK Council for International Student Affairs (UKCISA) Code of Practice and UKCISA / Association of International Student Advisers (AISA) Code of Ethics.
- Keep thorough, accurate and up to date client case notes and statistics in line with Service procedures and OISC guidelines.
- Administer the processes and systems supporting all student advice and engagement relevant records, both electronic and paper based, to 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, when required as part of the team, relevant central student advice functions:
  - SSC counter
  - SSC livechat
  - General student advice
  - Specific advice on pastoral issues; eg repeat teaching, interruption, re-entry and post-results options
  - Specific UKVI student visa advice
- Administer, when required as part of the team, 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
  - Preparation for UKVI compliance audit
- Administer, when required, relevant student exchange administration.
- Proactively support service development and innovation within SSC advice and engagement, with particular emphasis on expert student advice on all relevant UKVI matters.

### General

- To lead (when required) and 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, and deputy, 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 Data Protection, Freedom of Information and Visa Compliance.
- Actively contribute to continued service improvements across Student Services.
- Undertake regular shifts on the SSC counter, when required, 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 Head of Student Advice and Engagement Management or Deputy 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.