



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Senior Student Adviser (Student Advice and Engagement)

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

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

| Competency | Criteria | E/D |
|---------------------------------|--|-----|
| Knowledge and experience | Educated to degree level or equivalent | E |
| | Demonstrable commitment to working directly with students in a Higher Education context. | E |
| | Experience of advising students with complex cases. | E |
| | Experience of UKVI policies and procedures as they relate to advising students and the maintenance of LSE's Student Sponsor Licence. | E |
| Communication | Excellent oral and written communication skills, including the ability to interpret and convey complex or sensitive information in an appropriate manner to both students and staff, whilst varying it for the audience. | E |
| | Outstanding listening skills and ability to empathise while maintaining appropriate professional boundaries. | E |
| | Ability to prepare and deliver presentations to large groups via a variety of formats e.g. in-person or virtually. | E |
| Liaison and networking | Ability to advise effectively with internal and external individuals or organisations. | E |
| | Ability to maintain internal and external networks to the benefit of the institution. | E |
| Teamwork and motivation | Ability to operate effectively as a team member as part of the Student Advice and Engagement Team and the wider Student Services Centre. | E |



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| | Self-motivated and able to work effectively without close supervision. | E |
| | Able to set boundaries within their role and confidently raise issues and areas of concern to management. | E |
| Initiative and problem solving | Ability to use initiative to solve problems as they arise. | E |
| | Ability to highlight potential issues and trends amongst LSE's student body and externally. | E |
| Service delivery | Proven ability to assess effectively client needs, providing a high standard of service accurately and appropriately to a range of clients within a confidential framework. | E |
| | Proven ability to interpret relevant legislation and advise clients on a range of options. | E |
| | Ability to explore and identify customer needs and to adapt working practices and guidance as appropriate. | E |
| Planning and organisation | Demonstrable ability to plan and prioritise a varied workload with conflicting priorities, work on own initiative and meet deadlines in an efficient and effective manner. | E |
| | Ability to engage proactively in future planning. | E |
| Investigation and analysis | Ability to extract and analyse student (and related) data for the purpose of proactively anticipating the needs of service users and to ensure compliance with UKVI and LSE regulations. | E |
| Other | Willingness and ability to work outside normal working hours as the service or role demands. | E |
| | Previous experience of SITS or similar student record databases | E |
| | Previous experience of having worked in a Higher Education context. | D |
| | Working knowledge of the UKVI Sponsorship Management System | D |

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.