# 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:** Widening Participation Assistant

**Department/Division:** Widening Participation - Academic Registrar’s Division (ARD)

**Accountable to:** Head of Widening Participation

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| **Job Summary:**  The Widening Participation Team runs a comprehensive programme of pre-entry widening participation activity primarily targeted at young people from schools and colleges throughout Greater London. On average the Team engages with 2,500 different young people each year ranging in age from 10 – 18 years old. The Programme comprises a series of projects designed to meet the over-arching aims of the WP Programme. The Team plays a critical role in the meeting of LSE’s outcome based targets for Access as set-out in the LSE Access Agreement, embedded within LSE Strategy 2020.  The Widening Participation Assistant post provides crucial support to the smooth running of the Team’s day-to-day work and the Widening Participation Programme. Alongside supporting the practicalities associated with the running of the WP Office, the post holder will be involved in the delivery of the WP Programme which includes the flagship projects LSE CHOICE, and Pathways to Law. The post-holder is expected to be proactive in doing so and refer back to other staff appropriately.  The post holder is likely to be required to support project delivery outside of office hours including in the evenings and Saturdays. On such occasions the post-holder will receive time off in lieu, at plain time, between Mon-Fri, to be agreed with the line manager. |

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| **Duties/Responsibilities** |
| 1. Communication    1. Provide accurate information and advice to enquiries via either the WP inbox, telephone, or face-to-face in the office.    2. Deliver appropriate and accurate information to prospective students at HE fairs and WP activities.    3. Be the first point of contact for those coming to the Office and ensuring they are appropriately sign-posted as required.    4. Handle any enquiries or communication with current or potential stakeholders in a discrete and appropriate manner especially if of a sensitive nature.    5. Deliver presentations to a variety of different audiences - including but not limited to school students, parents/carers, and current LSE students.    6. Support the WP Team in the production of publicity material such as recruitment materials for student ambassadors, mentors and tutors.    7. Feedback to the line manager on the progress of tasks, and where working to other members of the WP Team keep them updated on work supporting their requirements.    8. Provide front-of house support at certain widening participation activity, meeting and greeting attendees and also speakers.    9. Communicate requirements with internal and external stakeholders clearly to ensure the appropriate provision of services to support the delivery of WP activity and meetings. 2. Liaison and Networking    1. Assist with the recruitment, selection and training of Student Ambassadors, Mentors and Tutors.    2. Take responsibility for the general management of the student ambassadors programme including: maintaining student ambassador records; contacting ambassadors to recruit them to work on activities; processing ambassador contracts and payments; ensuring required information is up-to-date; liaising with finance and HR regarding the contracting and payment of ambassadors.    3. Liaise with internal departments such as catering, IMT, catering, and conferences to request services required for the delivery of WP activity such as events or meetings.    4. Maintain contacts with external stakeholders such as schools/colleges, other universities, and third sector organisations and liaise with these bodies to support the delivery of the WP Programme. Update relevant lists of contacts where required, and proactively develop new contacts where needed to support an activity, with reference to other WP staff appropriate.    5. Represent LSE Widening Participation internally and externally as required e.g. attendance at Access HE expert fora. 3. Teamwork and Motivation    1. Provide updates to the WP Team both formally at Team meetings and informally as appropriate.    2. Take responsibility for maintaining and updating the WP record keeping systems as directed and maintain administrative systems to ensure the smooth operation of projects and the office e.g. updating publicity when required, ensuring contact records remain current.    3. Undertake ad-hoc tasks as instructed where these are required to support the delivery of WP activities.    4. Contribute to Team-wide discussions about the direction of Widening Participation and work within the Team.    5. Support the induction of any new members to the Team by ensuring they have relevant equipment, access and they are made familiar with the location of key areas on the campus. 4. Service Delivery    1. Ensure that customer service standards are met on the phone, in writing and in person, through effective monitoring of the WP mailbox, handling of telephone queries and face to face contact with visitors to the office.    2. Accurately assess the needs of stakeholders either internal or external and provide an appropriate service to meet their needs.    3. Provide general office management to the WP Team including: placing regular stationary orders; being the key contact with Information Management Technology (IMT) ordering equipment for new or existing Team members; managing the Team’s incoming and outgoing mail;    4. Provide a service to all Teams situated within the office by being the key point of contact with Estates, raising and following-up on issues.    5. Support the Head of Widening Participation with the organisation of and record keeping for WP Team meetings; and other such similar duties as required.    6. Assist other members of the Widening Participation Team with the administration of the Widening Participation Programme, e.g. collating outreach activity materials, updating registers and related systems, the coordination/ administrative support different sessions, and providing front-of-house support where necessary.    7. Administer the Widening Participation Team’s financial processes, overseen by the Head of Widening Participation, by maintaining accurate records of the Team’s invoices including payment status, proactively flagging up any payment queries with the Finance Division, and ensuring paperwork is processed as requested. 5. Planning and Organising Resources    1. Effectively plan and prioritise own workload on the basis of the requirements of the role and the Team, and ensure that deadlines can be met, working with minimal supervision from the line manager on the execution of tasks once guidance has been given.    2. Proactively identify, with referral to the line manager and/or other members of the WP Team, where the role has scope to provide additional support either members of the Team and/or projects.    3. Ensure accuracy and attention to detail when supporting the team in all monitoring and tracking, including processing monitoring and evaluation data, audit preparation and the compilation of statistics.    4. Contribute to Team wide planning processes and ensure own plans and record keeping are kept updated.    5. Ensure that as part of organising workload, timely feedback is provided to the line manager especially where deadlines are involved.    6. Plan WP Team meetings and ensure that agenda items are gathered and information circulated in a timely fashion.    7. Organise the Team’s financial records, ensure these are kept updated in line with existing procedures and proactively ensure deadlines for reconciliation can and are met.    8. Maintain a record of requests for attendance at HE fairs and make arrangements for LSE students or staff to attend if appropriate. 6. Initiative and Problem Solving    1. Answer queries received by the Team following set standards and procedures, keeping updated with alternative activity that enquirers could take part in and sign-post to these as appropriate    2. Undertake regular desk research as directed, to identify trends in the WP field, keeping a list of any interesting news or scholarly articles, and providing a list of sources and updates to the Head of WP and the rest of the Team as needed/appropriate.    3. Address day-to-day issues arising in the support of any WP activity, e.g. delays to arrival by incoming groups, referring back to the responsible member of staff only where required.    4. Proactively identify where Team and/or office management processes and procedures could be enhanced or developed and with appropriate reference to the line manager, propose and enact solutions.    5. Gather and analyse data as appropriate, to support the continued improvement of service delivery such as the management of student ambassadors.    6. Escalate any telephone, email or face-to-face enquiries where further input is required from another member of the WP Team.    7. Re-arrange workload where required to respond to changing circumstances and pro-actively contribute to a range of projects, meetings and ad-hoc situations, as needed. Contribute to Team-wide discussions about the short and long-term work of the Team, providing relevant information from the role’s areas of responsibilities, and providing input to the development of existing or new work. |
| **Note**  LSE has a progressive pay structure that rewards you with annual pay increases up to a certain level as you develop in your role. We also provide for further reward past this point in the form of further pay increases based on exceptional performance. |
| **Flexibility**  To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. |
| **Equality and Diversity**  LSE believes that equality for all is a basic human right.  We actively encourage diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. |
| **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. |