



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: Counselling Service Manager

Department/Division: Student Wellbeing Service; Student Services; Academic Registrar's Division

Accountable to: Deputy Head of Student Services (Wellbeing)

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).

We are seeking a Counselling Service Manager to lead a talented and experienced team of counsellors to deliver on our goals. The Counselling Service Manager will support the Deputy Head of Student Services (Wellbeing) in implementing the overall strategic intent for student wellbeing across the School and within SWS. They will also be responsible for the leadership, development, organisation and management of the Student Counselling Service. The postholder will work with other managers within the team to ensure an integrated range of services to students.

The successful post-holder will be a highly experienced clinician, with in depth knowledge and application of a broad range of counselling models, excellent organisational and problem solving skills, personal resilience in managing conflicting demands and implementing change, and strong leadership skills to be able to manage and develop a team and support staff working under pressure. They will hold an honours degree and relevant post-clinical qualifications and will have the ability to conduct systematic research into and evaluation of service provision.



Duties and Responsibilities

- Deputise for the Deputy Head of Student Services (Wellbeing) and assist in the operational management and day-to-day running of the counselling service for staff and students.
- Take line management responsibility for all appropriate staffing and team-related issues, resource planning and workload prioritisation/allocation, ensuring productive, efficient, collaborative and supportive teams.
- Ensure the effective management, 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 including induction.
- Provide clinical oversight for the Counselling Service, maintain accountability in respect of requirements of relevant professional bodies and coordinate arrangements for supervision of professional staff.
- Work closely with SWS administrative staff to ensure the efficient and effective running of this service, including appointments and management of any waiting list.
- Respond appropriately to crisis situations, giving expert advice to managers and others within the School and liaise with external bodies as appropriate.
- Contribute to the Out of Hours Support Group (on-call rotation of senior managers to support LSE staff supporting students).
- Demonstrate considerable clinical expertise within the Service and carry an active clinical caseload, including those with complex needs.
- Communicate effectively with clients, counsellors and staff internally and external to the School, within the context of both the personal clinical role and the managerial position.
- Contribute towards the development of standards of service delivery, in light of guidelines from relevant professional and national bodies, and in response to changing institutional and legislative developments.
- Lead and coordinate the provision of workshops, trainings, and other engagement activities by the Counselling Service.
- Use audit and evaluation systems to monitor the service and give appropriate feedback to the School through regular and annual reporting.
- Contribute to a range of written material for different audiences, including reports, statistical analyses, papers, policies and procedural documents relating to counselling.
- Keep abreast of national and local developments in counselling and related fields.
- Maintain a good understanding and build collaborative links across the School, in order to enhance the ability of students to be effective learners and members of the School community.
- Oversee the production and use of a range of awareness raising, publicity, guidance and learning resources for both students and staff to promote student wellbeing and inclusivity
- Continue to build partnerships with local NHS services as well as other health and voluntary agencies to ensure a holistic joined up service for the benefit of students and staff.
- Be responsible for overseeing and maintaining the SCS operational budget, ensuring value for money, effective resource allocation and that the service remains within financial limits.
- 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.