



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: Work-Based Learning Officer

Department/Division: LSE Careers

Accountable to: Work-Based Learning Manager

Job Summary

To support the Employer Engagement Team, deliver the Work-Based Learning Programme which comprises a portfolio of student consultancy projects, innovation challenges, hackathons, work-shadowing, internships etc.

To manage the end-to-end delivery of the Laidlaw Internship Scheme ensuring high quality service for students, employers and other stakeholders participating in the scheme. Additionally, manage the full cycle of the LSE Careers Micro Internship Programme. To provide support and work with the wider Employer Engagement Team for the Careers Services other internship programmes.

Support with designing and implementing activities that support student community building and active engagement with the Work-Based Learning Programme.

Play a key role within the Employer Engagement Team in supporting the delivery of employer services and events.

Duties and Responsibilities

Communication

- Lead on drafting and reviewing the marketing materials for print and digital media such as brochures, newsletters and information packs for the Laidlaw Internship Scheme and LSE Careers Micro Internship Programme.
- Take the lead in drafting and reviewing marketing materials for the Laidlaw Internship Scheme, Micro Internship Programme and other relevant Work-Based Learning initiatives with the support of the Work-Based Learning Assistant.
- Liaise with the Marketing and Communications Officer to ensure that all messages adhere to LSE Careers comms guidelines; and where relevant consult and work with members of the Employer Engagement Team, Careers Consultants, LSE Life and Student Futures and PAGE etc.
- Lead on developing and maintaining the dedicated Work-Based Learning webpage, with the support of the Work-Based Learning Assistant.
- Play a key role in diagnosing student and employer enquiries and advise on how to make good use of LSE Careers services, internships, work-shadowing, consultancy projects, vacancy board etc.



Planning and organising resources

- Manage the end-to-end delivery of the Laidlaw Internship Scheme. LSE Careers Micro Internship Programme and other Work-Based Learning projects and services as required. This includes reviewing agreements and processes, creating and updating forms on the careers system, developing marketing and communications campaigns, managing employer enquires and applications, managing student applications, coordinating interviews, tracking student and employer expense claim requests, and feedback and evaluation processes.
- Work with the Employer Engagement Advisers to provide support with the end-to-end delivery of other LSE Careers internship programmes.
- Lead on internship award ceremonies, with the support of the Work-Based Learning Assistant and showcase events to highlight and celebrate achievements of students and contribution of various stakeholders such as employers and alumni.

Initiative and problem solving

- Proactively approach the role and use own initiative to evaluate and improve working practices and procedures.
- Identify potential areas of development to enhance the overall student and employer experience.
- Plan own time towards meeting defined objectives for supporting the Work-Based Learning Programme, monitoring progress of projects and adjusting priorities as needed.
- Resolve student and employer disputes and escalate these appropriately to the Work-Based Learning Manager.

Teamwork and motivation

- Adopt a collaborative, inclusive and agile approach to liaising with other colleagues to share best practice, ensure open communication and consistency of quality in all project areas.
- Participate as an active and supportive member of the Employer Engagement team, contributing to the work of the team as a whole and becoming involved in other areas, as necessary.
- With the rest of the Careers Service team, play a full part in the annual planning to produce the annual operating plan and programme of events.
- Be an active member of various limited life working groups when required.

Service delivery

- Ensure high quality service to students, employers and other stakeholders participating on the Laidlaw Internship Scheme and proactively contribute to the implementation of best practice developments for the scheme.
- Support with designing and implementing activities that support student community building and active engagement with the Laidlaw Internship Scheme and the Work-Based Learning Programme.
- Respond to students, employers and staff enquiries in an informative and timely manner, maintaining a consistently high level of support and service whilst also utilising tact and discretion when necessary.
- Lead on with the support of the Work-Based Learning Manager the design and delivery of workshops and training for students, employers and other stakeholders for the Laidlaw Internship Scheme and other Work-Based Learning initiatives as required.
- Ensure the smooth and high-quality delivery of the Laidlaw Internship Scheme and the Work-Based Learning Programme to students and employers and resolving issues appropriately.
- Maintain accurate records on the careers system, including tracking of internship and consultancy project applications and progress, and relevant contractual documentation (e.g. students and employer agreements and terms and conditions).



Liaison and Networking

- Cultivate and maintain positive relationships with LSE students, alumni, LSE SU societies, staff, employers, and other stakeholders.
- Regularly communicate and liaise with students and alumni participating in internships, consultancy projects, hackathons, work-shadowing etc., to better understand their needs.
- Liaise and engage with employers (businesses, charities, start-ups, social enterprises etc.) to participate in the Laidlaw Internship Scheme and our Work-Based Learning Programme and offer opportunities for the benefit of all students; working in conjunction with the rest of the Employer Engagement Team.
- Participate in employer visits and calls to enhance employer understanding of provision and discuss how to deepen their engagement with the Laidlaw Internship Scheme and our Work-Based Learning Programme and employer services.
- Take the lead in identifying target employers for the Laidlaw Internship Scheme and Micro Internships Programme using insights gained from employer enquiries, vacancy posts and graduate labour market research and through consultation with Employer Engagement Advisers, Careers Consultants and colleagues within LSE Life.

Investigation, analysis and research

- Work with the Employer Engagement Team to utilise student engagement, graduate outcomes and careers registration data and labour market intelligence to identify and target employers (businesses, charities, start-ups, social enterprises etc.) for the Laidlaw Internship Scheme and Work-Based Learning Programme.
- Support the Work-Based Learning Manager with the development of the Laidlaw Internship Scheme and Work-Based Learning evaluation strategy and processes.
- Work with the Work-Based Learning Assistant to evaluate and analyse the feedback and data from the different Work-Based Learning initiatives and producing reports.
- Engage students on the internship programmes through focus groups as part of the Work-Based Learning evaluation process to support with understanding the value and impact of these programmes and how they can be developed.
- Work with the Work-Based Learning Assistant to support with engaging the students involved in the other Work-Based Learning initiatives in focus groups.
- Provide regular updates to the wider team about how the Laidlaw Internship Scheme and other Work-Based Learning initiatives are evolving.

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.



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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.