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: Head of Student Services

Department/Division: Academic Registrar's Division
Accountable to: Academic Registrar

Job Summary:

Introduction: The LSE is looking for a creative, decisive and motivational leader for its student services. The post-holder will lead on a range of services and also on high profile student experience projects identified through the division's operational plan and the School's Education Strategy.

The School is an institution where students are lively, engaged and of exceptional academic calibre: the quality of our services needs to match the excellence of our students.

Background to this role: The division's mission is to "provide an integrated administrative experience for users of our services. Delivering an exemplary experience for prospective students and their advisors, for applicants, and for LSE students and staff is the driving force behind all that we do". To support this mission, the post-holder will oversee the management of key administrative and welfare services that the Student Services Centre and the Student Wellbeing Service deliver; and will also lead on outreach activities aimed at supporting the harmonisation of the student experience across academic departments and central services.

Context: The School is in the second year of implementing its Education Strategy. The strategy has caused the School's departments to consider first principle issues relating to the organisation and delivery of teaching and assessment. In tandem with the pedagogic changes emerging under the strategy is the urgent need to enhance our student services. The post-holder will have leadership responsibility for a wide range of student-facing services. Enhancing these services, together with collaborative and coordinated working with the Students' Union and other providers of student services across the School, will be the post-holder's major focus.

Also, the Student Services Centre will be moving to new premises within the next three years. The post-holder will lead in managing the move and the transition to the new premises. Additionally, the move will involve a review of the structure and functions of the current SSC teams, including in relation to teams in adjacent service divisions: and the post-holder will be central to these discussions.

The role: This is a senior post within the School. The post-holder will work directly to the Academic Registrar, Mark Thomson, and closely with the Pro-Director (Education), Professor Paul Kelly.

We want to recruit someone with

- extensive experience of student support services;
- a positive approach to change and opportunity;
- a questioning and reflective frame of mind;

- the knowledge and confidence to contribute to continuous high-level discussion and debate;
- the ability to suggest and implement positive outcomes;
- positive influencing skills and tactical nous; and who considers the thoughts and expectations of others;
- a track record of delivering results and successful team management;
- an appetite for a full and varied workload;
- an ability to work across functional boundaries.

Duties/Responsibilities

1. The Head of Student Services is responsible for the oversight of student-facing activities across "the student journey", including

    - Registration and Welcome Week
    - Student advice and front-of-house services
    - Support for students with disabilities, including advice and assessment (and other) reasonable adjustments
    - Provision of a confidential, high-quality counselling service
    - Student visas – advice to registered students and attendance monitoring
    - Student results, including progression, transfers and withdrawals
    - Examinations, assessment and classification
    - Appeals and academic misconduct cases
    - Degree ceremonies
    - Post-graduation degree verification

    Although the post-holder has ultimate responsibility for these services, the Deputy Head of Student Services and the Head of Student Wellbeing have significant responsibility for business as usual, as well as for service enhancement and development. The post-holder's focus will be on introducing change, innovation and new ways of working to improve the services offered and how they are delivered, with a particular focus on collaboration with other services and with academic departments; developing appropriate and relevant quality standards of service delivery; and taking responsibility for the regular review, monitoring and evaluation of services.

2. The post has two main focal points:

(a) The post-holder will be responsible for driving forward and raising the performance of Student Services as a whole. The post-holder will be responsible for the activities based in the Student Services Centre and in the Student Wellbeing Service, and also for ensuring co-ordination between relevant teams. They will be line manager to the Deputy Head of Student Services and the Head of the Student Wellbeing.

(b) The post-holder will take a lead in 'outreach' activities that promote a seamless student experience of support services. This aspect of the role will focus initially on two strands. The first is to promote collaborative working between academic departments and Student Services to harmonise processes and to realign central and departmentally based services. The second strand will involve leading the Student Wellbeing Service to promote an inclusive learning environment for all students – this will require the development and implementation of an Inclusive Learning and Wellbeing Strategy.

3. The post-holder will need to maintain a wide range of effective working relationships across the School, so as to ensure that stakeholder needs are identified and met and that the services for

which the post is responsible are known and used. These relationships include:

- senior School staff, including the Pro-Director (Education), the Chief Operating Officer, other members of the Directorate, Heads of Departments/Service Leaders, and the chairs of relevant committees;

- the School's various student-focused roles and agencies, including the Senior Adviser to Students, the Students' Union, Residential Life, LSE LIFE, LSE Careers, the PhD Academy and the Faith Centre;

- with academic departments, especially through departmental managers and other professional services staff based in departments, and with academic colleagues;

- with the other members of the ARD Management Team, of which the post-holder will be a member; namely, the Academic Registrar, the Director of Recruitment and Admissions, and the Head of ARD Business Processes and Systems;

- with the managers responsible for other areas in the Academic Registrar's Division, including the Financial Support Office, the teams in Recruitment and Admissions, the Teaching Quality Assurance and Review Office and the ARD Systems team;

Key tasks

4. The Head of the Student Services will:

Management of Student Services

(a) provide leadership in managing and developing the Student Services Centre and the Student Wellbeing Service; co-ordinate the services they provide; and enhance them based on sector best practice and School strategies;

(b) facilitate a culture of very high performance standards and continuous improvement;

(c) manage, motivate and set goals for the staff for whom (s)he is directly responsible, currently

- the Deputy Head of Student Services

- the Head of the Student Wellbeing Service

- the Assessment Regulations Manager

- the International Student Visa Advice Team Manager

- the Student Advice Manager

- the Communications and Operations Manager

(d) ensure that all staff across student services receive appropriate and high quality learning and development opportunities;

(e) lead in developing and providing a positive, imaginative and responsive service to students and other stakeholders;

(f) identifying opportunities for improving services to students and colleagues in the School and delivering necessary change, including through better use of business systems;

(g) ensure that the teams in student services engage with cross-cutting issues such as equality and diversity, health and safety, business continuity and environmental sustainability;

(h) ensure that the teams in student services produce high quality management information and analysis for the School's senior managers, governing bodies and committees and academic

departments;

(i) ensure high quality record keeping;

(j) ensure that student services activity is communicated and promoted effectively to all stakeholders, especially the School's students;

(k) ensure that the budgets relating to student services work are managed prudently, with a focus on value for money and forward planning;

(l) work with the Senior Adviser to Students (a new role) to handle complex student cases, especially where the response bridges different teams in the Student Services Centre, the Student Wellbeing Service, and beyond.

The student experience

(m) with the Academic Registrar, devise and implement a strategy for identifying and delivering projects to improve the student experience:

(n) with the Communications Division, developing a strategy for effective communication with students, both as a whole and in targeted groups.

Individual student casework

(o) give guidance and advice to the Senior Adviser to Students and other related School office-holders on especially complex individual student cases;

(p) take high level decisions on student matters, for example within the School's academic appeals procedures or its arrangements for reporting registered Tier 4 students to the Home Office for unsatisfactory attendance;

(q) respond to student complaints in the areas student services cover;

All areas

(r) monitor relevant national developments and ensure that they are thoroughly understood within the School;

(s) network across the School;

(t) develop an understanding of the School's internationally diverse student body (the majority of whom are taught postgraduate students), and to develop and promote services appropriately, where relevant drawing on points of comparison and best practice at peer institutions;

(u) maintain personal professional development to meet the changing demands of the post;

Other

(v) take part in the work of School governing bodies, committees and working groups as need be;

(w) take part in managing the Academic Registrar's Division, including deputising for the Academic Registrar on occasion;

(x) represent the School at external meetings as necessary/appropriate.

This list is not exhaustive, and the post-holder may be expected to carry out other tasks that fall within the scope and grading of the post.

Note

The 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

To uphold the School's commitment to equality of respect and opportunity, as set out in the Ethics Code, we will treat all people with dignity and respect, and ensure that no one will be treated less favourably because of their role at the School, age, sex, disability, gender identity, race, religion or belief, sexual orientation, marriage and civil partnership, pregnancy and maternity, or social and economic background. For the full Equity, Diversity and Inclusion policy statement, please see the EDI website

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.