



## How to apply and notes for applicants

### Professional Services Appointments

LSE is a diverse and inclusive community, committed to the fair and equitable treatment of all staff, students and job applicants. We welcome candidates with a wide range of skills and qualifications. If you wish to apply for this post, and consider that you meet the selection criteria for this post, please select the 'apply' button at the bottom of the page and follow the application process instructions.

LSE operates an anonymised applications process for the recruitment of all professional services roles. This means that some information (including name, and some socio-demographic information such as address) will not be disclosed to a recruitment panel until the shortlisting stage has been completed and the candidate has confirmed their interview slot.

The information that will be anonymised is:

- Forename and Surname
- Home Address
- Telephone Number/s
- Email Address
- Current Salary and details of any bonuses / remuneration packages
- Referees

Applications must take the form of the online application form for professional services roles, unless specified otherwise. When completing the application form, please refer to the Job Description and Person Specification for the role. These documents outline the main duties and responsibilities of the post along with the respective selection criteria.

In exceptional circumstances, we may accept applications via an alternative method. If you are unable to use the online system to apply for a post, for example if you have a disability, please contact the [HR Division](#) to discuss alternative methods of applying.

#### Application Form

You are asked to complete an online application form to apply for all professional services roles. Please read the instructions within the advertisement and application form very carefully and make sure that you complete all the sections of the application form.

#### Supporting Statement

The online application form includes a supporting statement in which you should demonstrate how your skills and experience meet the person specification for the post. A supporting statement evidences how your experience fits the job description and person specification.

The job description lists the key duties and responsibilities of the post. The person specification lists the essential qualities and qualifications that are required of the successful candidate. The shortlisting process looks for individuals who meet, or come closest to meeting, all of these essential requirements. The person specification also lists a number of desirable qualities and qualifications that would ideally be offered in addition to the essential requirements.

When completing the supporting statement, make sure that you include the skills and knowledge that you have gained from any education, extracurricular activities and work experiences. You should reflect on your skills and experiences, not just list them, and give specific examples. It is not enough to state you possess a certain skill, e.g. teamwork. You need to explain why you think you have the required level of skill.



There is no provision in the application form to upload a CV or a covering letter. Please do not copy and paste your CV into the space allocated for your supporting statement. You should also avoid writing 'see my CV/Cover Letter attached' in the supporting statement. Instead, you should tailor each supporting statement to the specific job you are applying for – please read the notes that follow for further guidance.

*If you are applying for a teaching position in the Language Centre you can add any publications or conference presentations in this section. Please anonymise any information you give here in line with the anonymised applications process for the recruitment of all professional services roles at LSE.*

**Provide clear and relevant supporting information**

You can include, among other things, details about:

- your duties and responsibilities
- your skills, knowledge and/or experience which is relevant to the post
- any other work you have accomplished or achievements

The person specification outlines the competency headings and the relevant description of those competencies.

Candidates are advised to demonstrate how they meet the competency descriptions. See below.

**Person Specification**

This table lists the essential and desirable requirements needed in order to do the job. Applicants will be profiled solely on the extent to which they meet these requirements.

Competency	Essential	Desirable
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>Experience of providing administrative support in a busy environment</li> <li>An interest in UK immigration issues</li> <li>Experience of updating data into a database accurately and quickly</li> <li>Evidence of producing work that requires a high level of accuracy/attention to detail</li> <li>Experience of identifying errors in data and correcting it promptly</li> <li>Good working knowledge of Microsoft Word, Excel and Outlook</li> <li>Experience of managing a generic or team inbox</li> <li>Experience of dealing with confidential information appropriately</li> <li>Experience of analysing data on reports</li> <li>Experience of working in an HR or immigration role</li> </ul>	
<b>Communication</b>	<ul style="list-style-type: none"> <li>Experience of communicating with a wide variety of people in a diplomatic, tactful and professional manner</li> <li>Ability to understand complex or detailed information and explain it to another person in the most appropriate format</li> </ul>	
<b>Teamwork and motivation</b>	<ul style="list-style-type: none"> <li>Evidence of actively helping a team to meet its priorities in a busy environment</li> <li>Ability to maintain a positive approach and stay motivated during periods of routine work</li> <li>Flexibility and willingness to undertake other administrative tasks for the team where necessary</li> </ul>	
<b>Service delivery</b>	<ul style="list-style-type: none"> <li>Experience of providing a high standard of customer service and responding to requests for information accurately and promptly</li> <li>Ability to follow administrative processes and procedures in an accurate and timely manner</li> <li>Ability to take initiative to investigate issues to find an effective solution for the customer</li> </ul>	
<b>Planning and organising</b>	<ul style="list-style-type: none"> <li>Ability to monitor and record the progress of a piece of work and see it through to completion</li> <li>Ability to prioritise, plan and organise own work load to meet multiple deadlines, with minimum supervision</li> </ul>	

**How do I lay out the supporting statement?**

Please structure your supporting statement with the relevant competency heading in the order they appear in the person specification.

The use of headings closely aligned with the 'person specification' can make the text easier to read for the panel. Under the headings you could use bullet points or prose, depending on your preference.

Under each heading demonstrate how you meet the competency criteria. For each give a specific example of where you have developed the skill/knowledge in question. If possible, make the examples directly relevant to the tasks listed in the job description. You need to give very specific examples.

**Additional Statement**



The Supporting Statement section includes an optional 'Additional Statement' section in which you may choose to add additional information in support of your application. You are not obliged to add additional information in the 'Additional Statement' section and failure to do so will not in itself affect your application in any way.

### **Professional Style and Length**

Professional style and length is important as well as being concise and formal. You need to demonstrate your writing style and your ability to present a persuasive argument clearly using relevant information.

There is no specific word limit in the supporting statement; however, please ensure that it is concise and that the content is relevant to the role.

When you have drafted your statement, spend some time editing it. Read through each paragraph and ask yourself whether the point that you are trying to make is clear, whether you could be more concise, and if you have covered all the requirements of the person specification (if applicable). Always check carefully for spelling and grammar mistakes.

The supporting statement only allows for plain text. Therefore, do be mindful if you choose to copy and paste from a word document as all formatting will be lost.

In line with the anonymised applications process for professional services roles, please do not provide details of your nationality, age or other personal characteristics in your Supporting Statement. Please also refrain from providing any personal information when contacting a recruiting manager about a specific role.

### **How do I demonstrate my skills?**

Give an example of how you have used the skill or knowledge. The STAR method can help when you are giving this evidence:

**Situation:** Briefly set the scene. Think about the minimum the employer needs to know in order to understand your example.

**Task:** Briefly describe what you had to do.

**Action:** Describe in detail what you did and how you did it. Refer specifically to the relevant competency (e.g. team working). This is the most important section, as it demonstrates your skills and abilities.

**Result:** Described what happened as a result of your actions. What happened, changed or got better?

### **Considerations when submitting your application**

- You will be required to confirm that all the information you have provided is accurate;
- The School may wish to check any of the details you have provided;
- If successful, you will be required to provide evidence that you hold all essential qualifications as stated in the person specification before the appointment starts;
- Providing incorrect information or deliberately concealing any relevant facts may result in withdrawal from the selection process or, where the discovery is made after an appointment, in summary dismissal.

### **EDI Data**

Your EDI data will be used to monitor the effectiveness of our recruitment processes. We ask for this information so that recruitment advertising is appropriately placed to encourage applications from under-represented groups and also to help the organisation understand the needs of its applicants.

Your EDI data will be held for equal opportunities monitoring purposes. The collection of this data is important to LSE because it enables us to monitor the impact of our policies on all staff. Any information you choose to



share with us will be treated with complete confidentiality and will not be made available to the selection committee for any part of the recruitment process.

For successful candidates, the information provided will be stored on the HR database. Some information will be shared with other LSE databases for general administration purposes. Information supplied in statistical returns to government, funding or other organisations will be anonymised.

### **Closing date**

It is essential that you have submitted your application on the system by 23:59, UK time on the closing date. Regrettably, we are unable to accept late applications.

### **Acknowledgement of application**

When you have submitted your application online, you will receive an automated reply confirming receipt of your application email. You will then be able to log onto the system, using your username and password to check the progress of your application.

Due to the volume of applications received, we regret that we are unable to provide feedback to applicants who are not invited to interview.

### **Revisions or amendments to applications**

Once you have submitted your application via the Online Recruitment System we are unable to accept any changes or amendments, so please do ensure you have checked your application thoroughly.