

## Projects as Learning (PAL) opportunity – Future Ways of Working (FWOW)

### Background

LSE has embarked on an ambitious change programme: The LSE Future Ways of Working (FWOW). This programme will completely overhaul and redesign how LSE operates in terms of working remotely or on campus, fostering a blended working environment, and ensuring technology supports the new ways of working. It will cover how the LSE makes use of its office space, how we work together and how we stay connected whilst working remotely.

### Opportunity

The FWOW programme team are looking for a [Projects as Learning \(PAL\)](#) placement to serve as a Support Officer on the programme between November 2021 and February 2022. The Support Officer will work closely with the FWOW Programme Manager and Business Change Manager and will support with the following activities:

- Scheduling meetings and workshops
- Attend Programme Delivery meetings, write up actions and follow ups
- Coordinate the preparations and follow up of meetings with stakeholders
- Create and analyse surveys / feedback loops

The volunteer Support Officer would need to commit to 2-3 hours of FWOW programme related work per week, which will include attending 30 min - 1.5 hour meeting and additional administrative support listed above.

In return, the volunteer Support Officer will gain an insight into the School's Future Ways of Working strategies, have an opportunity to build their network at various seniority levels and develop their knowledge of change management process at LSE. Further development support and opportunities will be available dependant on the individual's interest and needs.

Please contact Caroline Raihan ([C.Raihan@lse.ac.uk](mailto:C.Raihan@lse.ac.uk)) and Albina Shashyna ([a.shashyna@lse.ac.uk](mailto:a.shashyna@lse.ac.uk)) if you would like further information.

To apply for this opportunity, please complete the [Projects as Learning \('PAL'\) Application Form](#) and return to Caroline and Albina by **22 November 2021**.

## Projects as Learning (PAL) opportunity – Student Services Centre

### Background

The School has introduced a Resit and Deferred Assessment Period for Postgraduate students from January 2022. The first RDAP will take place from 10-14 January 2022 and all Postgraduate students will take resit and deferred assessments during that period.

Several key policy, process and system changes have been made to prepare the School for this new assessment period which need to be collated and documented.

This role will work with Student Services Centre (SSC) Results and Awards Manager, other relevant SSC staff, the Academic Registrar's Systems Team and the RDAP project team to write, test and validate non-technical documents that will be used by SSC staff to run RDAP from January 2022.

## The role

This role involves writing reference guides documenting key SSC business processes for RDAP (Resit and Deferred Assessment Period Project) – including:

- Attending a 2-day workshop to review and begin writing up current identified business processes
- Writing guidance / reference documents capturing screenshots as required – this may include step by step guides
- Acting as a liaison point between SSC/ARDS on validating documentation written
- Testing / validating documented processes in scope
- Collating and consolidating documents in scope in an agreed shared central location

## Skills / experience required

- Excellent writing skills
- Basic familiarity with and access to SITS (to pull screen shots)
- Ability to ‘translate’ some technical documents into non-technical language (in consultation with ARDS)
- Good organisational skills
- Attention to detail
- Good listening skills

## What you’ll gain

This is a genuine development opportunity and you will gain experience of:

- How a key area of the School works to deliver student assessments
- Writing user guides and documentation
- Working in a complex environment on a high profile project

## Length of engagement

- 10 days

## Timescale

- **Early Jan 2022** dates of 2-day business process review workshop TBC but expected during the 1<sup>st</sup> week of January 2022

To apply for this opportunity, please complete the [Projects as Learning \(‘PAL’\) Application Form](#) and return to [Aba Maison](#) by **Wednesday 8 December**. Please contact Aba directly if you have any questions about the opportunity that are not addressed here.