



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: Student Recruitment and Study Abroad Office Assistant (Band 1)

Department/Division: Student Recruitment and Study Abroad (SRSA) – Recruitment and Admissions, Academic Registrar's Division (ARD)

Accountable to: Student Recruitment and Study Abroad Administrator

Overview

LSE is one of the world's leading institutions for the study of the social sciences. With 18 Nobel Prize winners, 37 past or present heads of state and ranking among the top 50 universities in the world (QS 2024), LSE is a truly international university at the forefront of global policy debate.

The LSE2030 strategy commits LSE to Educate for Global Impact. This means developing lifelong, research-rich learning opportunities for students from all backgrounds. By creating a sense of belonging, LSE is equipping its students with the skills, knowledge and confidence to be critical investigators, confident entrepreneurs and culturally aware agents of change.

The Academic Registrar's Division (ARD) plays a vital role in supporting the School strategy. ARD's purpose is to provide high quality support, guidance and administrative services to prospective students, applicants, current students, staff and other stakeholders. Through the campaigns and activities delivered by the Recruitment and Admissions team we aim to inspire, support and attract a diverse range of students, providing them with an outstanding applicant experience that is fair, transparent and efficient.

The Recruitment and Admissions team takes lead responsibility for achieving the School's student recruitment targets. It comprises five teams:

- Admissions
- Financial Support Office
- Student Marketing
- Student Recruitment and Study Abroad
- Widening Participation

These teams work together to attract the number and quality of students the School needs, and to ensure that applicants are provided with an excellent experience on their journey to LSE. This work makes a vital contribution to the School's ambition of being the world's leading social science institution with the greatest global impact.

Student Recruitment and Study Abroad (SRSA):

The Student Recruitment and Study Abroad team has primary responsibility for:

- Student Recruitment – Delivery of activities that will achieve application targets for Home and International recruitment in line with the School's strategic objectives.



- Study Abroad and Exchanges – Management of the School’s year-long study abroad programme (The General Course) and the GO LSE student exchange programme.

Primary responsibilities:

1. Respond to enquiries received from prospective students in the SRSA enquiry system in a timely, accurate, and courteous manner, and in line with relevant KPI’s.
2. Develop and maintain a good understanding of LSE’s programmes and application processes to inform the guidance provided to prospective students.
3. Provide ad hoc and project-based administrative support to colleagues in SRSA and Student Marketing.
4. Contribute to the delivery of in-person and virtual recruitment activities to help the School achieve its Home and International recruitment targets.
5. Supporting the planning and implementation of activities to reduce SRSA’s environmental impact and to contribute toward achieving the team’s ‘Green Impact’ sustainability objectives.

Further duties and responsibilities

- To proactively update, as and when necessary, the standard responses used to reply to enquiries.
- Maximise the number of enquiries completed within allocated working hours.
- Liaise with colleagues around LSE to research and address non-standard enquiries.
- Undertake basic data analysis and desk research as and when required by SRSA and Student Marketing.
- Support the coordination and delivery of large on-campus recruitment events, including Open Days and Offer Holder Days.
- Create a plan of action for the implementation of the department’s Green Impact sustainability objectives alongside other Green Impact team members.

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.

Equality and Diversity

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.

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. This includes implementing practices that will minimise the carbon footprint of the team's student recruitment activities.