

LSE Enrolment Staff: Opportunity Profile

This opportunity profile is designed to give you an understanding of what this role within LSE's Enrolment Staff involves. It highlights the knowledge, skills, and commitment we require from you and the benefits you can expect in return.

Role overview

Role title: LSE ID Card Distributor

Team: Campus Enrolment

Summary: to provide LSE ID cards to new students and provide a friendly welcome to LSE. As part of a team, you will be required to check the identity of students who have completed Campus Enrolment and issue their LSE ID card. As a first point of contact it is essential that you are welcoming and friendly at the same time as accurately and quickly making identity checks.

Benefits

- Hourly pay at £15.60
 - Temporary employment – no need to commit long term
 - Flexible employment – state your availability around any pre-existing commitments
 - Full training provided
 - Experience of working in a customer service focused environment
 - Experience of working in a fast-paced environment where attention to detail is vital
 - Job satisfaction - you'll make a difference to new students' arrival experience, help them settle into university life and create a sense of community
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Personal development

This role will help you to develop in the following areas:

- Service delivery
 - Customer service
 - Verbal communication
 - Attention to detail
 - Team working
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Standards required

- Professional service delivery; acting in a polite, friendly, and helpful manner at all times
 - High standards of punctuality and reliability
 - Uphold the School's Equity, Diversity, and Inclusion commitments
 - Not be under the influence of alcohol or intoxicating substances whilst on shift
 - No smoking, reading or use of mobile devices whilst on shift
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You will need to

- Attend a **compulsory** training session
- Be prepared and able to stand for the duration of your shift
- Distribute LSE ID cards to students who have just completed Campus Enrolment
- Undertake basic identity checks
- Be prepared to undertake repetitive tasks
- Work quickly and accurately to ensure there is no backlog
- Manage small queues to ensure that all students get their LSE ID card as quickly as possible
- Refer students with no pre-printed LSE ID card to the LSE ID card production area
- Welcome and support new students in a friendly and approachable manner
- Signpost students to expert sources of information and advice
- Act as an ambassador for LSE
- Create an inclusive environment, respect diversity, and promote equal opportunities
- Undertake any other duties as required by Campus Enrolment Managers

This role also requires you to

- Have excellent attention to detail
- Know when to escalate complicated cases to an Enrolment Manager

Training and support

- Training session (in person)
 - Dates: Wednesday 11 September 2024 (time and duration to be confirmed)
- On-going support from Campus Enrolment Managers

Practicalities

Employment dates:

- **Paid training: Wednesday 11 September 2024 (hours to be confirmed)**
- **Pre-agreed shifts: Friday 20 – Friday 27 September 2024 (rota to be circulated in advance)**

Time commitment: you will be allocated **Full-day shifts (some exceptions may apply)** based on the availability stated in your application.

Eligibility: Given that Campus Enrolment runs for a short period of time we need people who will be able to start quickly. As such you must have worked with the Student Services Centre before or be a current LSE PhD student. ***Undergraduate and taught postgraduate students cannot apply for this role.***

How to apply: Complete the online application form. If you are successful, you will need to undertake a right to work check, and sign and return your contract **before** your training session.
