

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: Campus Enrolment Queue Organiser

Team: Campus Enrolment

Summary: to provide a friendly welcome to new students at the beginning of the academic year. As part of a team, you will be required to manage Campus Enrolment queues across different venues. This is a busy role dealing with many students each day. A key part of the role is to ensure that students are joining the queue only when they need to, that they have the correct documents with them, and they are ready to complete the Campus Enrolment process. You will also be expected to play your part in maintaining the security of LSE's premises, students, and staff.

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
-

Personal development

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

- Service delivery
 - Customer service
 - Verbal Communication
 - Self-management
 - Team working
-

Standards required

- Professional service delivery; acting in a polite, friendly, and helpful manner at all times
 - High standards of punctuality and reliability
 - Always remain alert
 - 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
-

You will need to

- Attend a **compulsory** training session
- Be prepared to spend your shift stood up in one of the Campus Enrolment venues (some areas may get cold at times)
- Be prepared and able to stand for the duration of your shift
- Be confident enforcing rules surrounding session times and documentation, which may involve asking students to return at another time
- Welcome and support new students in a friendly and approachable manner
- Provide a reassuring presence for new students and their family members
- Signpost students to expert sources of information and advice
- Offer knowledge of the School's services and answers to frequently asked questions
- Provide directions to locations of services
- Act as an ambassador for LSE
- Create an inclusive environment, respect diversity, and promote equal opportunities
- Any other duties as required by Campus Enrolment Managers

This role also requires you to

- Organise the queues in Campus Enrolment venues which requires you to always remain fully alert
- Make sure that people only join the queue when they need to, by checking their Campus Enrolment date and that they have the correct enrolment documents with them
- Keep the queue moving by maintaining contact with the Triage staff at Campus Enrolment venues
- Ensure students are queuing safely, in line with all of the School's requirements
- Work with LSE Security to be aware of and report potential security risks
- Know when to escalate issues 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 student.

Undergraduate and taught postgraduate students are encouraged to 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.
