

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 Producer

Team: Campus Enrolment

Summary: to create LSE ID cards for new students and provide a friendly welcome to LSE. The bulk of the cards will be produced in advance, but some must be produced ad hoc as students complete their Campus Enrolment. As a first point of contact it is essential that you are welcoming and friendly at the same time as accurately and quickly making checks and entering data.

Benefits

- Hourly pay at £15.29
 - 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 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
 - Use of IT systems
 - Verbal communication
 - Attention to detail
 - Experience of fast paced data entry
 - Basic portrait photography
 - Use of databases
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Standards required

- Professional service delivery; acting in a polite, friendly, and helpful manner
 - 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 to undertake repetitive tasks
- Work quickly and accurately to ensure that deadlines are met
- Create LSE ID Cards and print LSE ID cards during Campus Enrolment on an on-demand basis
- Use multiple pieces of bespoke software and hardware
- Manage small queues to ensure that all students get their LSE ID card as quickly as possible
- 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 good working knowledge of databases and image editing software
- Have excellent attention to detail
- Undertake basic IT troubleshooting
- Have experience of using a web-based data entry tool
- Be able to enter data accurately and quickly
- Know when to escalate complicated cases to an Enrolment Manager

Training and support

- Training session (in person)
 - Dates: Wednesday 6 September 2023 (time and duration to be confirmed)
- On-going support from Campus Enrolment Managers

Practicalities:

Employment dates:

- Paid training: Wednesday 6 September 2023 (hours to be confirmed)
- Pre-agreed shifts: Friday 15 – Friday 23 September 2022 (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 **before** your training session.
