

# 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.

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## Role overview

**Role title:** Campus Enrolment Assistant

**Team:** Campus Enrolment

**Summary:** to campus enrol new students and provide a friendly welcome to LSE. As part of a team, you will be required to check the identity of students, their eligibility to study in the UK and input this data into the School's student records system. 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.

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## Benefits

- Hourly pay at £17.02
  - Temporary employment – no need to commit long term
  - Flexible employment – state your availability around any pre-existing commitments
  - Full training provided
  - Develop experience of making basic eligibility to study in the UK checks
  - Develop experience of critical data entry at a fast pace
  - 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
  - Experience of fast paced data entry
  - Experience of making data checks
  - 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 use a computer for all of your shift
- Undertake basic identity checks
- Undertake basic eligibility to study checks
- Enter data into a web-based Enrolment system
- 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

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## This role also requires you to:

- Have a good working knowledge of computers
- Ability to learn new systems and software
- Have excellent attention to detail
- Be able to enter data accurately and quickly
- Know when to escalate complicated cases to an enrolment manager

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## Training and support

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

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## Practicalities:

Employment dates:

- Paid training: Wednesday 6 September 2023
- Pre-agreed shifts: Friday 15 – Friday 23 September 2023 (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.

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