

LSE Welcome Staff: Opportunity Profile

This opportunity profile is designed to give you an understanding of what this role within LSE's Welcome 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 Beaver and Guide

Team: Welcome

Summary: to provide a friendly welcome to new students at the beginning of the academic year and help them integrate into the LSE community. You will always work in pairs with one wearing the LSE Beaver Costume and the other acting as a Guide and encouraging people to take selfie style photographs. For some of the time you will be based at the end of the Campus Tour route but at other times will be expected to walk around campus.

Benefits

- Hourly pay at £15.60
 - Temporary employment – no need to commit long term
 - Flexible employment – state your availability around any pre-existing commitments
 - In-person training session
 - Experience of interacting with new students in an unusual way
 - 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
 - Verbal communication
 - Confidence and promotion
 - Character-style acting
 - 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
 - To wear the LSE Beaver Costume properly and fully (when acting as the Beaver)
 - Wear a uniform with dark-coloured trousers/shorts/skirt and sensible footwear (when acting as Guide)
 - Uphold the School's Equity, Diversity, and Inclusion commitments
 - Not be under the influence of alcohol or intoxicating substances whilst on shift and in uniform
 - No smoking, reading or use of mobile devices whilst on shift
-

You will need to

- Attend a compulsory in-person training session on **Wednesday 11 September 2024** (time and duration to be confirmed). Please be advised that if travelling from outside the United Kingdom, you will be required to be present during the in-person training. Please plan accordingly.
- Be prepared to spend most of your shift outside and walking about (even in inclement weather)
- Welcome and support new students in an outgoing and friendly manner
- Proactively encourage students to get involved and interact with each other
- Respond appropriately to the needs of new students and signpost students to expert sources of information and advice
- Offer knowledge of School services and answers to FAQs
- Act as an ambassador for LSE
- Create an inclusive environment, respect diversity, and promote equal opportunities
- Any other duties as required by the Welcome Team Leaders and Managers



This role also requires you to

- Spend your shift dressed as a Beaver in a full body costume (which can get hot in very warm weather) or spend your shift acting as a guide to your partner dressed as the Beaver; ensuring that they always remain safe
- Walk around campus encouraging students to get involved
- Encourage students to take 'selfies' and use the #LSEWelcome hashtag
- Help students to socialise at the end of Campus Tours



Training and support

- An in-person training on **Wednesday 11 September 2024** (time and duration to be confirmed).
- Ongoing support from Welcome Staff Team Leaders, Managers, and members of Student Services

Practicalities

Employment dates:

- Paid training: in-person training on **Wednesday 11 September 2024**
- Pre-agreed shifts: **Friday 20 September and Monday 23 to Friday 27 September 2024** (rota to be circulated in advance)

Time commitment: you will be allocated **half-day shifts** based on the availability stated in your application.

Eligibility: As this role requires a good working knowledge of LSE and knowledge of LSE's campus you must be a current or recently graduated LSE student

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.

For further information contact

Name: Sue Ryan (Senior Administrator, Student Services Events)

Email: welcome@lse.ac.uk

Website: lse.ac.uk/welcome
