

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: Help Point Assistant

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. As part of a team, you will be required to staff and maintain Help Points around campus and to provide information about the LSE campus and Welcome, share your perspective of life at LSE, and facilitate socialising between new students.

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 working in a basic advisory role
 - 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:

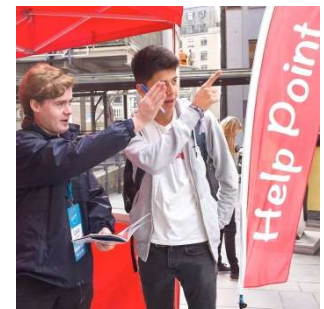
- Service delivery
 - Verbal Communication
 - Problem solving
 - Self-management
 - Team working
 - Organisation
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Standards required

- Professional service delivery; acting in a polite, friendly, and helpful manner
- High standards of punctuality and reliability
- Wear the provided uniform with dark-coloured trousers/shorts/skirt and sensible footwear
- 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 or in uniform

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 on your feet
- Welcome and support new students in a friendly and approachable manner
- Proactively seek to help new students who are not engaging in activities or with their peers
- Provide a reassuring presence for new students and their family members
- Respond appropriately to the needs of new students
- Promote centrally organised Welcome activities and events
- Explain how LSE works and encourage new students to make the most of opportunities
- Signpost students to expert sources of information and advice
- Offer knowledge of School services and answers to frequently asked questions
- Readiness to share your own experiences as an LSE student
- Provide directions to locations of events and services
- 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

- Staff the new student Help Points at various locations across campus
- Set up the Help Points at the beginning of each day
- Tidy up the Help Points at the end of each day

Training and support

- An in-person training session on **Wednesday 11 September 2024** Ongoing support from Welcome Staff Team Leaders, Managers, and members of Student Services
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Practicalities

Employment dates:

- Paid training: in-person on **Wednesday 11 September 2024**
- Pre-agreed shifts: **Friday 20 September 2024 and Monday 23 to Friday 27 September 2024** (rota to be circulated in advance)
- Possibility of extension to **Friday 04 October 2024**

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

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