

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: Welcome Team Leader

Team: Welcome

Summary: To train, support, and co-ordinate a team providing a friendly welcome to new students before and at the beginning of the academic year and help them integrate into the LSE community. You will be one of two Team Leaders on shift who will co-ordinate and motivate a team of staff who will be staffing help points, leading campus tours and acting as the LSE Beaver. In addition, you will also be expected to help with other ad-hoc tasks such as setting up, supporting, and stewarding at events.

Benefits

- Hourly pay at £17.02
 - Temporary employment – no need to commit long term
 - Flexible employment – state your availability around any pre-existing commitments
 - An in-person team leader training session on **Tuesday 5 September 2023** and a main Welcome staff training session on **Wednesday 6 September 2023**
 - Experience of working in a multi-faceted supervisory 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

- Application of information skills
 - Service delivery to students
 - Service delivery to colleagues
 - Verbal communication
 - Leadership
 - Motivation of others
 - Problem solving
 - Self-management
 - Team co-ordination
 - Organisation
 - Networking
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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
 - Demonstrate excellent interpersonal and communication skills
 - Not be under the influence of alcohol or intoxicating substances whilst on shift
 - No smoking, reading or use of mobile devices whilst on shift and in uniform
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You will need to

- Attend the compulsory in person team leader training session on **Tuesday 5 September 2023**
 - Attend, and assist with the delivery of an in-person Welcome Staff training session which will take place on **Wednesday 6 September 2023** (time tbc)
 - Be prepared to spend the majority of your shift outside and walking
 - 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 Managers
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This role also requires you to

- Take part in and lead group work during the in-person Welcome Training on **Wednesday 6 September 2023** (time tbc)
- Staff the Welcome Zone during the Early Arrivals period
- Co-ordinate and motivate a team of Welcome Staff
- Co-ordinate and motivate the Campus Tour Leaders
- Proactively motivate Welcome Staff during Welcome
- Co-ordinate the Help Points around campus
- Move materials, such as leaflets and booklets and equipment around the campus
- Assist services, where advised, with the smooth running of activities taking place in the Welcome marquee
- Assist with the setting up and running of other Welcome events

Training and support

- A bespoke in person training session on **Tuesday 5 September 2023** aimed at developing your skills as a team leader
 - Ongoing support from Welcome Managers and members of Student Services
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Practicalities

Employment dates:

- Paid training: in person on **Tuesday 5 September** and **Wednesday 6 September** (time tbc)
- Pre-agreed shifts: **Monday 11 to Friday 22 September** (rota to be circulated in advance)

Time commitment: you will be allocated full, or half day shifts based on the availability stated in your application.

Eligibility: as this role requires a large amount of knowledge of LSE **and** experience of Welcome you **must** be a current or recently graduated LSE student and ideally have experience of working with the Welcome team in the past. We also welcome applications from students who have extensive experience of working for an LSE division or department in a student facing role and/or have worked as Events Stewards for the Events Office, Peer Supporters, Student Ambassadors and Off Campus Support Scheme Mentors as well as LSE PhD students with teaching responsibilities.

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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