

# JOB DESCRIPTION



<b>Job Title:</b> Student Experience Officer
<b>Department:</b> Quality and Academic Standards
<b>Faculty/Professional Service:</b> Division of Education
<b>Location:</b> London
<b>Reports to:</b> Access and Student Experience Manager
<b>Responsible for:</b> N/A
<b>Full Time/Part Time/Casual:</b> Full-time
<b>Grade:</b> Grade 4
<b>Overall Purpose of the job:</b> The post holder will work across the School, with professional services teams and faculty to improve the student experience at LSHTM.  A vital relationship will be with the Students' Representative Council (SRC) and work to ensure its effective governance (including maintaining the election process and developing training for the elected Officers); more broadly, they will engage with the wider student community (for example, through focus groups) throughout the academic year and work to amplify the student voice at LSHTM. They will also work with local student unions to provide a variety of enriching opportunities for LSHTM's students outside of the classroom. The post holder will act as primary point of contact for SRC and Student Representatives, ensuring the student voice is accounted for strategically and operationally, embedding feedback into appropriate structures and closing the feedback loop with students.

## General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

## Our Values

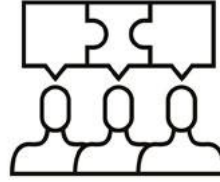
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with  
integrity**



**Embrace  
difference**



**Work  
together**



**Create  
impact**

## FACULTY/DEPARTMENT INFORMATION

The Division of Education is a newly formed division providing professional services support across the whole of the School's Education and Student Experience activities, the division includes Registry & Student Systems, Student Support Services, Programme and Module Administration and Academic Policy, Quality and Student Experience.

The Division plays a key role in supporting the academic community to develop and deliver our innovative and world-leading teaching programmes and ensuring that we meet the aims of our Education Strategy to be at the forefront of innovation in our rooting excellence in on our strengths in research, building on our historic reputation for flexible and digitally enabled education, supporting our students to achieve their full academic potential and to work with students to be partners in co-creating their education and wider academic life at the School.

## **Main Duties and Responsibilities**

### **Key Working Relationships**

- Maintain excellent relationships with key staff in Faculties and Professional Services to deliver initiatives that maintain, enhance and improve the student experience.
- To participate in and, where necessary, make proposals and to internal and external working groups and committees, providing advice, guidance and expertise as required.
- To provide and receive complex, sensitive or contentious information, which will require strong communication and influencing skills to secure agreement and/or cooperation.
- Act as an institutional contact for both LSHTM's students to approach to recommend potential improvements and at external networks that are similarly dedicated to improving student experience.
- To work collaboratively with key student facing department, for example Student Support Services or Library Services, so that students know of and can access the support that is available to them.

### **Role Specific Responsibility**

- To proactively maintain up to date knowledge and awareness of developments in policy and practice within the higher education sector relating to student experience and representation.
- To ensure that the School's policies, regulations, guidance, and procedures relating to student experience and representation are accurate and up-to-date.
- To plan LSHTM's Welcome Week activities for intensive and distance learning students.
- To work closely with the SRC, provide advice, guidance and assistance to organising events, and social activities.
- Organise the annual election cycle for the SRC.
- Organise and deliver training for the SRC and student academic representatives across the School.
- To facilitate and support LSHTM's relationships with local Students' Unions, setting up opportunities for collaborations and communicating opportunities to and with the SRC.
- To advocate for and on behalf of students across the School, especially in the non-academic elements of student life.
- Providing support to senior colleagues in managing ongoing consultation and engagement with students through a variety of channels
- To work with the Education Leadership Team to design, deliver and improve projects that enhance the student experience at LSHTM.
- To work with the student communications and engagement team develop student-centred information, advice and guidance through the creation and maintenance of guidance documentation (e.g. policy updates, process maps, user guides).
- Proposing creative and innovative ideas to problem solve complex issues related to the student experience
- Producing and proof-reading reports, papers, briefings, policies, articles and other documentation

- Disseminating and presenting briefings, recommendations and policies as and when required
- Working closely with Professional Support Service and/or Faculty colleagues to implement or improve systems, processes and policies, making recommendations for improvements in effectiveness and identifying potential inefficiencies.

***Additional Information***

- Any other duties that are commensurate with the grade of the post. As this is a new post that will work in an emerging area for the School, it is expected that responsibilities may change to support a rapidly evolving portfolio of initiatives, and the post holder will be expected to respond flexibly.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

**This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).**

## PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

<b>Competency</b>	<b>Evidence</b>	<b>E / D</b>
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>Hold an undergraduate degree (or equivalent qualification) or relevant professional experience.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Evidence of further professional development.</li> </ul>	D
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of developing and implementing student experience and engagement initiatives.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of participating in and developing proposal, presentations and papers for working groups and/or committees.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of successfully improving procedures and processes.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of delivering service change and improvement.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of working directly with students, ideally in relation to governance, decision making and quality enhancement.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of organising and delivering training for students and student representatives.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of planning, organising and contributing to large events such as student welcome and induction.</li> </ul>	D
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge and understanding of UK higher education and the opportunities and challenges facing the sector.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Knowledge and understanding of the Equity, Diversity and Inclusion agenda in higher education.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Knowledge of good practice in developing a student focused environment</li> </ul>	E
	<ul style="list-style-type: none"> <li>Extensive knowledge and understanding of student engagement and representation</li> </ul>	E
	<ul style="list-style-type: none"> <li>Ability to work with sensitivity and flexibility with diverse groups, with an awareness of their needs.</li> </ul>	E
<b>General</b>	<ul style="list-style-type: none"> <li>Excellent organisational and time management skills, managing conflicting priorities and meeting targets and deadlines.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Ability to make connections across different parts of the organisation and work collaboratively to a shared goal.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Ability to analyse data and communicate ideas effectively and persuasively, and in an accessible way tailored to various audiences.</li> </ul>	E

	<ul style="list-style-type: none"> <li>• Ability to use initiative and creativity to resolve problems and progress change, defining clear improvement outcomes and success measures.</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to coach others and give clear direction on desired outcomes.</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to lead and develop internal networks, actively seeking to build productive and enduring relationships.</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Excellent verbal, written and communication skills.</li> </ul>	E

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: Mar 2024

## **Salary and Conditions of Appointment**

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 4 scale in the range £33,111 - £37,298 per annum pro rata (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

## **Application Process**

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to [jobs@lshtm.ac.uk](mailto:jobs@lshtm.ac.uk).

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

## **Asylum and Immigration Statement**

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.