

JOB DESCRIPTION



Job Title: Student Information Helpdesk Assistant
Department: Education Services
Faculty/Central Service: Central Services
Location: London – Tavistock Place
Reports to: Head of Student Support Services
Full Time/Part Time/Casual: Full-time
Grade: Grade 3
Overall Purpose of the job: The role holder will be based at the Student Information Helpdesk in the new Education Centre on the Tavistock Place campus, delivering of a student-focused, professional, friendly, and efficient service. The SIHA is line managed by the Head of Student Support Services, or nominee. The role is multi-competency, providing a first stop shop for student enquiries, offering routine information, advice and guidance on a breadth of topics, providing signposting and onward referral as appropriate.

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

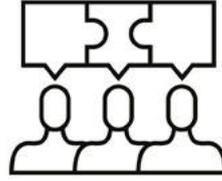
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

FACULTY/DEPARTMENT INFORMATION

The Student Information Helpdesk Assistant is based in the new Tavistock Place Education Centre working within Education Services. Whilst responding to enquiries from students and staff about all areas of LSHTM, the role-holder will be part of a small and friendly Student Support Services team which comprises counselling, mental health, student advice (disability, general advice, financial hardship, accommodation) careers service and Chaplaincy.

Main Duties and Responsibilities

Helpdesk Duties

- 1 Promote a welcoming, calm, and supportive front-of-house environment for students and visitors.
- 2 Respond to all walk-in, email, and telephone enquiries, providing accurate information and resolving issues at first contact wherever possible.
- 3 Maintain up-to-date knowledge of LSHTM services, policies, timetables, and campus geography to advise students effectively.
- 4 Refer and escalate wellbeing concerns appropriately, following institutional procedures.
- 5 Support students in navigating teaching spaces and accessing timetables within the Education Centre.
- 6 Assist new students with practical aspects of settling into life in London, including banking, healthcare, council tax, and transport.
- 7 Promote engagement with external organisations such as International Students House, HOST UK, Nightline, and University of London Housing Services.
- 8 Verify student registration status and complete routine documentation such as railcard forms.
- 9 Liaise daily with staff, students, and visitors, giving and receiving information on all aspects of University operations.
- 10 Work with Reception and Security teams to respond to incidents, and support emergency procedures when required.
- 11 Handle competing demands in a busy environment, demonstrating strong multitasking, prioritisation, and customer service skills.
- 12 Provide flexible support to other Education Centre teams during peak periods, and assist with general administrative tasks.

Supporting Education Centre Services

- 1 Build effective networks in the Education Centre, liaising with Registry, Education Services, Student Experience and Communications to ensure students receive accurate and timely information.
- 2 Act as a first point of contact for academic, administrative, and support queries, signposting students to the appropriate specialist teams.
- 3 Support student-facing activities including Welcome Week, Open Days, induction events, and awareness-raising campaigns.
- 4 Assist with preparing and administering student surveys, promoting services and events.
- 5 Maintain relationships with LSHTM Chaplains and ensure students are aware of the full faith and pastoral support available.
- 6 Provide information on booking group study rooms, using Education Centre spaces, and accessing prayer rooms, wellbeing rooms, and pregnancy facilities.

- 7 To be the first point of contact with Estates to report issues with the building and where necessary, advising staff on how to liaise with the Estates Department on maintenance and repair schedules.
- 8 Report teaching resource, IT, and AV issue to the appropriate teams for resolution as and when necessary.
- 9 Order and maintain stocks of teaching resources and consumables as needed.
- 10 Provide cover for the IT Helpdesk when required, noting enquiries and directing students to further IT support.

Student Support Services Duties

- 1 Provide confidential, impartial frontline information, advice, and guidance to students and staff on all Student Support Services (SSS) areas, including disability, accommodation, counselling, mental health, financial hardship, careers, and chaplaincy.
- 2 Monitor SSS email inboxes, respond appropriately, issue relevant documentation, book appointments, and refer cases to specialist or external support when required.
- 3 Use LSHTM systems such as Advocate case management, Agresso Finance, and ServiceDesk to support smooth administrative processes and accuracy.
- 4 Maintain up-to-date content on SSS Student Hub pages ensuring information for students is clear, relevant, and accurate.
- 5 Provide basic financial guidance, including cost-of-living information, budgeting tips, and signposting to hardship and postgraduate loan support.
- 6 Advise disabled students on applying for Disabled Students' Allowances, including completing required forms, and respond to enquiries about dyslexia/SpLD screenings and book Quickscreen tests as needed.
- 7 Assist with scheduling and room bookings for SSS one-to-one sessions and contribute to the Accommodation Helpdesk at the start of the academic year.
- 8 Initial advice for students on Learning Support Agreements and how to submit Extenuating Circumstances applications.

Additional Information

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by management.

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

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.

Competency	Evidence	E / D
Education, Qualifications and Training	<ul style="list-style-type: none"> • Hold an undergraduate degree (or equivalent qualification or relevant professional experience) 	E
Experience	<ul style="list-style-type: none"> • Experience of working in a post 16 Education setting with an understanding of the student journey • Experience of providing a people-facing service • Experience of providing advice and guidance • Strong administrative skills with up-to-date knowledge and experience of IT packages, including word processing, spreadsheets, databases, email and internet • Experience of taking, collating and maintaining appropriate records • Excellent interpersonal skills, particularly when dealing with upset or distressed people, with the ability to exercise tact, diplomacy and confidentiality • Ability to communicate with students from diverse social and cultural backgrounds • Excellent communication and presentation skills (verbal and written) • Ability to work collaboratively and flexibly • Ability to show initiative in solving problems brought to the Service by students, consulting colleagues as needed • Ability to organise and manage competing priorities and work under pressure • Ability to work as part of a team and independently, taking the initiative as required • Ability to produce high quality work with excellent attention to detail • Ability to maintain professional boundaries and work within own competence and the remits of the role 	E E E E D D E E E E E E E E
Knowledge	<ul style="list-style-type: none"> • Experience / knowledge of disability including a basic understanding of the legislative framework • Experience / knowledge of counselling, mental health services or provision. 	D D
General	<ul style="list-style-type: none"> • Understanding of related policies such as client confidentiality, the data protection act and with a 	E

	commitment to and understanding of equality and diversity issues.	
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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: FEB 2026

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the LSHTM salary scale, Grade 3 scale in the range £30,231 - £33,925 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 operates a Hybrid Working Framework which, alongside agreed service requirements, enables teams to work more flexibly where the role allows - promoting wellbeing and a better work/life balance. Please note that roles based in London are required to work on-site a minimum of two days per week.

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.

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 job classification, skill level, salary or qualification 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.