

JOB DESCRIPTION



Job Title: Head of Wellbeing (0.6 FTE)
Department: Education Services
Faculty/Central Service: Central Service
Location: London
Reports to: Head of Student Support Services
Full Time/Part Time/Casual: Part-Time
Hours (if less than full time): 0.6 FTE
Grade: Grade 6
Overall Purpose of the job: <ol style="list-style-type: none">1. To provide leadership, management and effective operation of wellbeing support provision for LSHTM students.2. To manage a team of skilled professionals who deliver support to students and staff (in their support of students)3. To ensure the smooth running of processes such as counselling and mental health assessments and ongoing delivery of sessions, managing causes for concerns and supporting students with complex needs.4. To be an expert in regulatory requirements and compliance for Student Wellbeing at LSHTM.

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

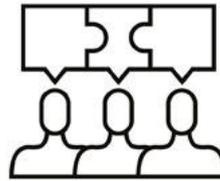
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

Main Duties and Responsibilities

- Oversee recruitment, selection, line management and professional development of the Mental Health Adviser, Student Counsellor, trainees/Honoraries and locum counsellors.
- Establish and maintain an effective collaborative team through regular training, development activities and support in designing innovative interventions.
- Oversee case management and hold responsibility for clinical risk within the team, advising on appropriate courses of action, supporting others to develop risk analysis skills, ensuring that provision operates in a clinically safe and ethical manner; putting in place risk management strategies.
- Provide clinical oversight and accountability, particularly in relation to service contracts, boundaries, breaches of confidentiality and holding of at-risk clients.
- Lead the weekly Complex Presentations Group meetings bringing together different SSS staff in providing holistic support strategies for students.
- Ensuring good standards of record-keeping are maintained using the Advocate Case Management System and the BACP Ethical Framework.
- Ensuring students approaching the service are provided with appropriate assessment (in a timely fashion), and if appropriate, ongoing mental health and/or counselling and to manage any waiting lists or external referral.
- Providing one-to-one support, ongoing case work (for students with complex needs) and creating Learning Support Agreements recommending academic support and adjustments, where needed.
- Periodically deliver a range of wellbeing activities and events for students (such as World Mental Health Day, Student Wellbeing Week etc.)
- Responsible for the development and delivery of psycho-educational activities for students.

- Manage relationship and contact with the School's consultant psychiatrist (when approving student referrals) and Gower St GP Practice.
- Developing links and liaising with external medical/psychiatric services and local Community Mental Health Teams when appropriate.
- Providing accurate statistical data and analysis of work with students for reporting purposes and Freedom of Information requests.
- Keep abreast of and respond to changes in legislation and regulatory requirements and other developments that may impact the service.
- Research the effectiveness of wellbeing work at LSHTM (in comparison to the national picture) to ensure that it is reviewed with the aim of continuous learning and improvement.
- Attending professional continuing education as required to maintain currency of knowledge, in keeping with the role and needs of the Service.
- Maintaining accessible resources on relevant topics for students to access.
- Referring students to external services where wellbeing support within the service is not appropriate, or where there are specific requirements.
- Where appropriate, referring students to other Student Support staff, or other LSHTM staff and services.
- Providing expert advice and training as necessary to academic and professional services staff in supporting students, organisational processes and with potentially distressing events (such as student death etc).
- Provide organisational consultancy to key LSHTM stakeholders and groups and to identify and capitalise on strategic opportunities for partnerships that support the delivery of systemic wellbeing services.
- Represents LSHTM externally, engaging in debates around student wellbeing, develops and contributes to innovative multi-disciplinary networks to enhance case work and student wellbeing, bringing learning into developing wellbeing services and interventions at LSHTM
- Undertaking any other relevant activities that may be deemed appropriate and consistent with the general level and scope of the post.
- To act as Deputy to the Head of Student Support Services when required.

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 professional qualification or equivalent relevant experience • Hold an associated professional postgraduate qualification - counselling, psychotherapy, mental health or equivalent. • Accreditation by BACP (MBACP-Accrd), UKCP Registration, or equivalent 	<p>E</p> <p>E</p> <p>D</p>
Experience	<ul style="list-style-type: none"> • Extensive experience of providing time-limited counselling and/or clinical mental health support • Experience of providing counselling and/or clinical mental health support in a higher education setting post-qualification. • Experience of assessing students/clients for risks of harm • Experience of working within a team of counsellors and/or mental health professionals to respond to and manage a student/client at high risk • Experience of responding to critical student incidents • Significant experience of managing a substantial and complex workload • Experience of public speaking, presenting and/or training • Experience of running counselling and/or mental health groups • Experience of line managing a team 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>
Knowledge	<ul style="list-style-type: none"> • Good working knowledge of MS Office suite of systems • Good working knowledge of relevant legislation (eg General Data Protection Regulations, Equality Act) • Knowledge of sector good practice in supporting student mental health and wellbeing • Knowledge of the BACP Ethical Framework for the Counselling Professions and Good Practice in Action • Understanding of the issues faced by postgraduate students, including those from diverse cultural and social backgrounds 	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p>

	<ul style="list-style-type: none"> • Knowledge of equal opportunities and disability issues and their implications for counselling and mental health support 	E
General	<ul style="list-style-type: none"> • Ability to judge suitability of students for various wellbeing support options, based on individual assessment • Ability to assess students for risk of harm and oversee management of risk • Ability to remain calm and professional in emotional, complex and/or difficult situations. • Ability to act with discretion and sensitivity • Ability to work flexibly and respond to urgent student or service needs. 	E E E E 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: Feb 2026

Salary and Conditions of Appointment

The post is permanent and part-time 21 hours per week, 0.6 FTE. The salary will be on the LSHTM salary scale, Grade 7 scale in the range £53,317 - £61,034 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.