

JOB DESCRIPTION



Job Title: Student Experience Surveys & Projects Officer
Department: Education Services
Faculty/Central Service: Central Services
Location: Tavistock Place, London
Reports to: Access and Student Experience Manager
Full Time/Part Time/Casual: Full-time
Grade: Grade 5
Overall Purpose of the job: The Student Experience Team works across LSHTM to enhance student experience, engagement and voice, supporting students to feel connected, involved and able to contribute to the wider School community. The Student Experience Surveys & Projects Officer will lead the administration and delivery of institutional student surveys and support projects that enhance student experience. They will develop surveys, analyse feedback and data, produce reports and recommendations, and contribute to student experience initiatives, events and activities in collaboration with colleagues and the Students' Representative Council (SRC). The post holder will report to the Access and Student Experience Manager.

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

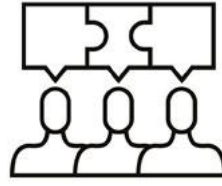
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

Division of Education Services

The Division of Education is led by the Pro-Director Education. The Pro-Director is responsible for leading the strategic development of the School's education provision and maintaining oversight of its operational delivery in conjunction with the Registrar & Director of Education Services.

The Division manages and supports the School's education provision (taught programmes, CPD short courses and research degrees), by bringing together staff from across the School's academic faculties and professional support areas, to maximise and enhance the quality of learning and education provision and the student experience. The School comprises three academic faculties that are responsible for developing and delivering the School's academic programmes: Epidemiology and Population Health (EPH), Infectious and Tropical Diseases (ITD) and Public Health and Policy (PHP).

The Registrar & Director of Education Services supports the Pro-Director Education by providing strategic leadership and management of the School's student and staff-facing education support services. These are known collectively as the Student and Academic Services Department and are comprised of the following seven professional support teams:

- Careers
- Education Administration
- Education Policy, Quality and Student Experience
- Registry
- Student Advice and Counselling
- Strategic Education Office

The School presents unrivalled opportunities for postgraduate study of the major disciplines related to public health and tropical medicine and seeks to offer challenge, choice and student-centred learning. In accordance with the School's mission, the postgraduate teaching programme aims to contribute to an improvement in the health of individuals and populations, and to the advancement of medical and health sciences, both in the UK and internationally. The School is

one of the autonomous colleges that form the federal University of London. On successful completion of their studies, students gain a University of London degree.

The School currently offers a range of taught master's degree programmes (18 face-to-face and 6 distance learning) and 3 research degrees (MPhil, PhD & DrPH), many of which can be studied on a full-time or part-time basis. In addition, a short study programme provides intensive advanced learning through a range of shorter continuing professional development courses. There is increasing emphasis on diversifying the methods of delivery (distance, eLearning) and on allowing students to mix these modes (blended learning).

Main Duties and Responsibilities

Key Working Relationships

- Build and maintain strong relationships with key staff across Faculties, Professional Services, the Students' Representative Council (SRC) and wider student body, to support initiatives that enhance the student experience and student voice at LSHTM.
- Participate in, support and contribute to internal and external working groups and committees, providing information, conducting research, producing insights and recommendations.
- Communicate complex and sensitive information effectively, using strong influencing skills to gain agreement and cooperation.

Surveys

- Lead the administration and delivery of institutional student surveys, including orientation feedback, module evaluations and national student experience surveys (PTES and PRES), liaising with external providers as relevant (AdvanceHE).
- Develop survey questionnaires using best practice methodologies to maximise response quality and engagement.
- Monitor survey timelines, communications, response rates and reporting schedules.
- Support analysis of quantitative and qualitative survey data to identify trends, themes and actionable insights.
- Produce reports, dashboards and presentations for Education Leadership and key stakeholders.
- Maintain survey governance, data accuracy and compliance with GDPR and institutional policies.

Student Experience

- Collaborate with colleagues to support the development, implementation and evaluation of initiatives that enhance the student experience at LSHTM.
- Contribute to projects and activities that promote student engagement, belonging and community.

- Support education- and student-related working groups and committees, preparing papers, reports and updates as required.
- Monitor and evaluate the impact of student experience initiatives, gathering feedback and data to inform future improvements.
- Support the planning and delivery of key student-focused events, including Welcome Week, Doctoral College Festival and other engagement activities led by the Student Experience team and SRC.
- Work with the Student Experience Team to act as the primary contact point for the student body and SRC, building networks and establishing trust.

Projects

- Provide project coordination and administrative support for a range of education and student-related initiatives across Education Services.
- Support the planning, implementation and monitoring of projects, ensuring activities are delivered to agreed timescales and objectives.
- Prepare project documentation, reports, briefing papers and presentations to support project delivery and decision-making.
- Undertake research, benchmarking and information-gathering activities to support project development and service improvement.
- Maintain project records and contribute to the monitoring and evaluation of outcomes and impact.
- Provide flexible support for emerging priorities and projects across Education Services as required.

Any Other Duties

- Occasional out-of-hours work to support Student Experience and SRC events.
- Any other duties that are commensurate with the grade of the post.

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	- Hold an undergraduate degree or equivalent professional qualification or equivalent relevant experience. - Evidence of further professional development.	E D
Experience	- Experience of administering surveys, collecting feedback or undertaking evaluation activities. - Experience of undertaking and completing projects using a collaborative approach, interacting with a range of stakeholders. - Experience of analysing and presenting quantitative and/or qualitative data to inform decision-making. - Experience of working within Higher Education or a comparable environment. - Experience of using online survey platforms (e.g. Jisc Online Surveys or similar).	E E E D D
Knowledge	- Understanding of student experience, student engagement and student voice within Higher Education. - Knowledge of survey methodologies, feedback mechanisms and approaches to evaluation. - Understanding of data protection requirements and the handling of confidential information. - Knowledge of national student surveys and the UK Higher Education quality and student experience landscape.	E E E D
Skills & Abilities	- Ability to work sensitively and flexibly with diverse groups, and awareness of their needs. - Excellent organisational and time management skills, managing conflicting priorities and meeting targets and deadlines. - Ability to analyse data and communicate ideas effectively and persuasively, tailoring information to different audiences.	E E E

	• Ability to use initiative to resolve problems and identify opportunities for improvement. • Ability to build productive and collaborative working relationships with a range of stakeholders. • Excellent verbal, written and interpersonal communication skills. • Excellent IT skills, including the use of Microsoft Excel and other tools for reporting and data analysis. • Ability to prepare reports, presentations and briefing papers for a range of audiences.	E E E E E
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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: October 2026

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1.0 FTE. The post is available immediately. The salary will be on the LSHTM salary scale, Grade 5 scale in the range £40,784 - £46,643 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.