



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Postgraduate Student Ambassador

Department/Division: Student Recruitment and Study Abroad - Recruitment and Admissions, Academic Registrar's Division (ARD)

Accountable to: Student Recruitment and Events Coordinator (Home)

Overview

The Academic Registrar's Division (ARD) plays a vital role in supporting the School strategy. ARD's purpose is to provide high quality support, guidance and administrative services to prospective students, applicants, current students, staff and other stakeholders. Through the campaigns and activities delivered by the Recruitment and Admissions team we aim to inspire, support and attract a diverse range of students, providing them with an outstanding applicant experience that is fair, transparent and efficient.

The Recruitment and Admissions team takes lead responsibility for achieving the School's student recruitment targets. It comprises five teams:

Admissions
Financial Support Office
Student Marketing
Student Recruitment and Study Abroad
Widening Participation

These teams work together to attract the number and quality of students the School needs, and to ensure that applicants are provided with an excellent experience on their journey to LSE. This work makes a vital contribution to the School's ambition of being the world's leading social science institution with the greatest global impact.

Student Recruitment and Study Abroad (SRSA):

The Student Recruitment and Study Abroad team has primary responsibility for:

- Student Recruitment – Delivery of activities that will achieve application targets for Home and International recruitment in line with the School's strategic objectives.
- Study Abroad and Exchanges – Management of the School's year-long study abroad programme (The General Course) and the GO LSE student exchange programme.

The Postgraduate Student Ambassador Programme

Postgraduate Student Ambassadors play a key supporting role across a variety of Student Recruitment and Study Abroad activities.

As a Postgraduate Student Ambassador, you will have the opportunity to promote LSE and graduate study opportunities to prospective Postgraduate students and support the delivery of student recruitment events and activities. This includes the facilitation of several in person and online events for prospective students, in activities such as:

- Answering prospective student enquiries through a new online student chat service
- Acting as a panel member in online or in person Q&As
- Leading campus tours
- Contributing to subject specific sessions
- Supporting the delivery of LSE Virtual Graduate Open Events

Key to the work as a Postgraduate Student Ambassador is the ability to be a positive representative for LSE, providing guidance, motivation, and encouragement to the students we work with. Through our events and activities, Postgraduate Student Ambassadors will help prospective students gain a better understanding of the opportunities available to them at LSE, as well as gain a better insight into further graduate study and life as a student at LSE and in London.

Duties/Responsibilities

Main Duties:

- Attend paid Student Ambassador training before commencing work as a Student Ambassador, as well as event and activity specific training as necessary.
- Undertake all work in line with LSE policies, procedures and regulations.
- Be a positive representative for your programme, department, and LSE.
- Demonstrate excellent attendance, punctuality, and commitment to the role, as well as behaving in a professional manner at all times including, but not limited to, being friendly, engaging and presentable.
- Work closely and professionally with the Student Recruitment and Study Abroad team, as well as other postgraduate Student Ambassadors and student staff.
- Support with the delivery of SRSA activities both in person and online - examples include answering questions about your experiences of studying your programme and at LSE through our new online student chat service, participating in student Q&A panels, leading campus tours and contributing to and supporting the delivery of online events.
- Any other duties commensurate with the grade and purpose of the post.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's [Ethics Code](#) and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's [Effective Behaviours Framework](#) is designed to support this Code.

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy. This includes implementing practices that will minimise the carbon footprint of the team's student recruitment activities.