# JOB DESCRIPTION

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| **Job Title:** Student Support Services Assistant |
| **Department:** Education Services |
| **Faculty/Central Service:** Central Services |
| **Location:** Tavistock Place, London |
| **Reports to:** Senior Student Adviser |
| **Full Time/Part Time/Casual:** Full-time |
| **Grade**: Grade 4 |
| **Overall Purpose of the job:** The SSS Assistant is line managed by the Senior Student Adviser and responsible to the Head of Student Support Services for the provision of routine information, advice and guidance for School based students on both taught and research courses. The role's main focus is responding to initial enquiries on student advice, wellbeing and counselling issues, accommodation support, support for financial hardship, routine support for students with disabilities and mental health related concerns, and guidance for (mostly) international students about certain aspects of life in the UK/London.<br><br>The role involves managing the services various mailboxes and contact with students and applicants via an information desk at drop in, face to face and online appointments, phone conversations and email, triaging and making appointments for SSS staff.<br><br>The role holder will be expected to support the general activities of the service, Welcome Week events and various awareness and support events during the year.<br><br>This is a fully office-based role, with the post-holder required to work on site at LSHTM Tavistock Place, Monday to Friday, 9:00am–5:00pm, with a one-hour lunch break. The role is not suitable for hybrid working, and home working is not available. |

## 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.

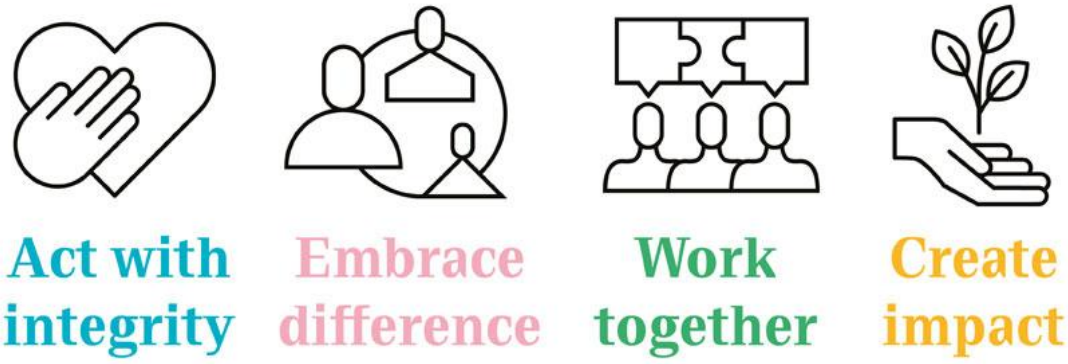
We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at 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.




## FACULTY/DEPARTMENT INFORMATION

Student Support Services (SSS) provides confidential and impartial advice and support to the School's London-based students, as well as guidance to applicants to the School. The primary aim of the service is to assist students in resolving practical and/or personal concerns, enabling them to concentrate on their studies and achieve their potential during their time at the School. Each year, around 1,000 appointments are made with the Service by students seeking advice and guidance on a range of issues. The main areas of support are:

- Student disability support
- Accommodation
- One-to-one counselling
- Mental Health
- Wellbeing initiatives
- Financial hardship
- Orientation to life in London (e.g. opening a bank account, healthcare in the UK, council tax, transport)
- Careers Advice
- Chaplaincy

**Main Duties and Responsibilities**

**SSS General**

- To monitor the Services' email inboxes and respond appropriately, sending out relevant documentation to students, making appointments for SSS staff and referring cases on to external support where necessary.
- To provide a front-of-house service where students can drop in for information and routine advice and to book appointments with relevant SSS staff.
- To provide a confidential space when required/appropriate where students can discuss concerns and seek information more privately.
- To ensure activities/services from organisations such as International Students House, HOST UK, Nightline, University of London Housing Services are regularly promoted to students.
- To make full use of LSHTM systems to ensure the smooth running of administrative processes, including Agresso (for paying invoices) and ServiceDesk for managing requests to other LSHTM departments, etc.
- To liaise with Registry and Student Comms on a regular basis to ensure that applicants receive key information about accommodation and student support at the right times, including via social media.
- To maintain the SSS pages on the internet and intranet, ensuring that information for students is appropriate and up to date (e.g. wellbeing initiatives, UK healthcare, childcare, accommodation, hardship funds etc.)
- To participate in Welcome Week, Open Days and awareness raising events (including preparing and delivering presentations as appropriate), deputising for SSS staff at relevant induction activities, as required.
- To keep up to date records and statistical information on service usage.
- To assist in the preparation and administration of student surveys for the purpose of feedback and to maintain service excellence.

**Accommodation**

- To provide advice to applicants and current students on finding suitable accommodation in London and other housing matters such as standard contracts, referring students to specialist help where required.
- To contact accommodation providers on behalf of individual students, where individual students require assistance in communicating with the provider.
- To develop and maintain relationships with current and new housing providers.
- To develop and update accommodation resources available to applicants and students.
- To organise and oversee the Accommodation Helpdesk at the start of session.
- To participate in Accommodation webchats/live Q&A sessions for offer holders during the summer.

**Financial Support**

- To process requests for short-term loans and administer the School's Hardship Fund applications, providing initial advice, checking applications and keeping accurate and timely records of applications and awards.
- To provide basic advice and signposting to other sources of help for financial hardship (e.g. Career Development Loans, Postgraduate student loans, etc.).
- To provide information to applicants and students on the cost of living in London and basic budgeting tips to students who may be unaccustomed to life in the UK.
- To create and update online resources for students to assist them in managing their money and signposting appropriate support and services.

**Student Disability & Mental Health Support**

- To regularly contact applicants who have declared a disability to ensure they are well informed of disability support provision at the School, including documentary evidence requirements and advice and assistance on applying for Disabled Students' Allowances (where applicable).\
- With the Senior Student Adviser and the Mental Health Adviser, identify standard cases of student disability support and communicate with students about relevant deadlines for setting up adjustments to assessments.
- To liaise and support the Senior Student Adviser and the Mental Health Adviser in more complex student disability cases.
- To respond to enquiries about dyslexia/SpLD screenings, providing initial advice and guidance and booking screening tests as appropriate.
- To refer individual students to external providers for needs assessments, study skills tuition, mentoring or other standard support, as identified in their Learning Support Agreement.
- To process Learning Support Agreements according to established protocols, ensuring all documented support and adjustments is implemented in a timely manner, and ensuring all paperwork related to disability support provision is accurate and kept up-to-date (i.e. case files, LSAs, records of assessment adjustments, etc.)
- To build networks within the School, with those involved in support for disabled students (academic staff, external support, administrative staff).

**Counselling**

- To respond to initial student requests for therapeutic support in person, via phone, emails and online.
- To communicate with students, sending necessary paperwork and ensuring timeliness and accuracy of information.
- To manage the Counselling Team calendar, checking availability and making appointments for one to one sessions.
- Assist the Counselling Team in the organisation and promotion of a variety of wellbeing sessions and other wellbeing interventions.

**Other**

- Supporting Careers Advisers in promoting services and events to students.
- To form links with the University of London Chaplaincy to ensure students at LSHTM are aware of the full faith provision available.
- The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager or Head of SSS.
- 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 | Tested by |
|---|---|---|---|
| **Education, Qualifications and Training** | • Hold an undergraduate degree (or equivalent qualification or relevant professional experience) | E | A |
| **Experience** | • Experience of working in a post 16 Education setting with an understanding of the student journey | E | A, I |
| | • Experience of providing a people-facing service | E | A, I |
| | • Experience of providing advice and guidance | E | A, I |
| | • Strong administrative skills with up-to-date knowledge and experience of IT packages, including word processing, spreadsheets, databases, email and internet | E | A, I |
| | • Experience/knowledge of student housing | D | A, I |
| | • Experience of providing budgeting advice or managing hardship funds | D | A, I |
| | • Experience / knowledge of disability including a basic understanding of the legislative framework | D | A, I |
| | • Experience / knowledge of counselling, mental health services or provision. | D | A, I |
| | • Experience of taking, collating and maintaining appropriate records | D | A, I |
| **Knowledge** | • Excellent interpersonal skills, particularly when dealing with upset or distressed people, with the ability to exercise tact, diplomacy and confidentiality | E | A, I, T |
| | • Ability to communicate with students from diverse social and cultural backgrounds | E | A, I |
| | • Excellent communication and presentation skills (verbal and written) | E | A, I, T |
| | • Ability to work collaboratively and flexibly | E | A, I |
| | • Ability to show initiative in solving problems brought to the Service by | E | A, I, T |

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| | students, consulting colleagues as needed<br>• Ability to organise and manage competing priorities and work under pressure<br>• Ability to work as part of a team and independently, taking the initiative as required<br>• Ability to produce high-quality work with excellent attention to detail<br>• Ability to maintain professional boundaries and work within own competence and the remits of the role | E<br>E<br>E<br>E | A, I, T<br>A, I<br>A, I, T<br>A, I |

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: November 2026

## Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The post is available immediately. The salary will be on the LSHTM salary scale, Grade 4 scale in the range £35,436 - £39,766 per annum pro rata (inclusive of London Weighting).

The post-holder will be based at the front desk of Student Support Services, on Level 2 of the Education Centre at LSHTM Tavistock Place. A key responsibility of the role is to provide the front-of-house and reception function for the whole Student Support Services team, acting as the first point of contact for students and applicants visiting the service. This includes responding to initial enquiries, providing routine information and guidance, managing drop-in queries and directing students to the appropriate members of the team.

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.

## 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.