



Advice Caseworker

Job Information Pack

Advice Caseworker

Accountable to: Advice Manager

Direct Reports: Student Staff

Location: LSESU, Central London office (Hybrid)

JOB PURPOSE

- To provide specialist, high-quality, confidential and impartial advice to LSE students on a range of academic issues relating to School procedures and policies
- To provide specialist, high-quality, confidential and impartial advice to LSE students on housing
- To administer, manage and promote high-quality, confidential and impartial advice to LSE students on a range of funding opportunities within LSESU and signpost to external options where applicable
- Supporting the development and delivery of advice services through policy, projects, reporting, university relationships, and training

KEY RESPONSIBILITIES

- 1. To provide specialist, high-quality, confidential and impartial advice to LSE students on a range of academic issues relating to School procedures and policies**
 - a) Provide casework up to specialist level relating to Higher Education regulations, assisting students in preparing their case, advising on the best way to achieve the outcome they want
 - b) Provide impartial advice on a student's options in relation to University regulations and procedures
 - c) Communicate complex and technical information in a straightforward, accessible way including for international students whose first language is not English
 - d) Develop expertise in University regulations, processes and operations and apply this knowledge to individual cases
 - e) Provide individual feedback on student submissions, such as appeals and complaints
 - f) Manage own caseload, prioritise in accordance with LSESU advice procedures, keeping accurate and confidential case records and statistical information
 - g) Provide appropriate support to enable students to access advice and the regulations, including supporting complex cases for students with mental and physical health issues, disabilities and specific learning diagnoses

- h) Provide supportive advice casework to enable students who are distressed and facing difficult circumstances, including harassment, discrimination, domestic and sexual violence, to access University regulations and make the decisions that are right for them
- i) Design appropriate case strategies, using a coaching approach to ensure client involvement and ensure student is equipped to take action on their case
- j) Act as an advocate of students in non-legal dealings primarily with the University and occasionally external parties, including formal and informal hearings and meetings, and in written statements and correspondence
- k) Develop knowledge of University services and external agencies to enable appropriate signposting and referrals where required
- l) Manage own appointment schedules and meeting arrangements across campus
- m) Ensure all casework conforms to policies and procedures of LSESU Advice Service
- n) Maintain an up-to-date knowledge of good practice and developments relating to service delivery and quality improvement by attending relevant training and networking opportunities
- o) Liaise with University staff and other relevant external parties to share/seek information in relation to advice work and projects
- p) Liaise with the PhD Academy to achieve the best outcome for the students
- q) Ensure professional interactions with academic staff when dealing with sensitive and contentious issues when clients are in conflict with the University
- r) To advise students throughout the process of taking complaints to the Office for the Independent Adjudicator (OIA).

2. To provide specialist, high-quality, confidential and impartial advice to LSE students on housing

- a) Provide basic housing and rental advice and information including (but not limited to) deposits, guarantors, disputes and contract/tenancy reviews
- b) Communicate complex and technical information in a straightforward, accessible way, including for international students whose first language is not English
- c) Manage own caseload, prioritise in accordance with LSESU advice procedures, keeping accurate and confidential case records and statistical information
- d) Provide appropriate support to enable students to access advice and the regulations, including supporting complex cases for students with mental and physical health issues, disabilities and specific learning diagnoses
- e) Design appropriate case strategies, using a coaching approach to ensure client involvement and ensure student is equipped to take action on their case

- f) Manage own appointment schedules and meeting arrangements across all campuses
- g) Ensure all casework conforms to policies and procedures of LSESU Advice Service
- h) Staying up to date with developments in housing legislation
- i) Signpost complex cases to specialist external organisations where appropriate.

3. To administer, manage and promote high-quality, confidential and impartial advice to LSE students on a range of funding opportunities within LSESU and signpost to external options where applicable

- a) Assist and advise students with applications to the Hardship Fund, Childcare Fund, Gender Expression Fund and Graduation Support Funds advising on the best way to achieve the outcome they want
- b) Present cases to the relevant funding panel and relay panel decisions to students
- c) Act as a confidential, impartial panel member assessing LSESU funding applications based on the panel decision guidance procedures
- d) Assist in promoting LSESU funds through blog posts, social media, and other channels
- e) Regularly review and update the Advice Service website content and funding administration forms to ensure accuracy and relevance

4. Supporting the development and delivery of advice services through policy, projects, reporting, University relationships and training

- a) Assist with advice policy work and support elected officers in relevant areas, such as committee briefings and officer-led projects.
- b) Manage projects, including planning, arranging meetings, procuring materials, and gathering data.
- c) Supervise and train student staff to assist with Advice Service delivery
- d) Assist in promoting the service through blog posts, social media, and other communication channels.
- e) Collect data and record information to enable LSESU to analyse trends and issues affecting students
- f) Provide case studies and statistical evidence in support of student-led campaigns at LSESU
- g) Occasionally attend working groups, forums and committees to provide relevant expertise and specialist knowledge on issues relating to University regulations and procedures
- h) Contribute to strategic planning discussions by recommending improvements based on evidence and student feedback.

General duties

- A condition of employment is that all staff are expected to assist in key events throughout the year, e.g. Fresher's and welcome festivals and any other key events, including elections.
- To adhere to the Unions' policies, and to undertake any other tasks that would be deemed suitable within this role as directed by line management.
- As a LSESU team member, we expect you to work in accordance with our values.
 - We are bold: We are brave, courageous, and ambitious in our work.
 - We create a place of belonging for our community: We are impactful, inclusive, and welcoming; we are community-driven.
 - We do the right thing: We show up with integrity, trustworthiness, transparency, and honesty.
 - We are brilliant to each other: We are collaborative, compassionate, vibrant, we get stuck in and have fun together.

PERSON SPECIFICATION

EDUCATION, QUALIFICATIONS AND TRAINING	
Educated to degree level or appropriate management or professional qualification equivalent.	Essential
NEBOSH or IOSH qualification to a diploma level.	Desirable
Personal Licence Holder	Desirable
KNOWLEDGE AND EXPERIENCE	
Experience in the leadership and management of one of the following: hospitality, facilities, or event management	Essential
Experience of influencing, collaborating and negotiating with senior stakeholders.	Essential
Financial and commercial acumen – ability to interpret figures and data to increase income and improve performance.	Essential
Experience of leading and managing a team to achieve high performance standards.	Essential
Knowledge of relevant legislation relating to health and safety, data protection, licensing and equal opportunities.	Desirable
ATTRIBUTES AND SKILLS	
Able to present strategy, plans, and proposals at a senior level.	Essential
An ability to think strategically and develop long term plans for services.	Essential
A commitment to continuous improvement and innovation.	Essential
Exceptional communication and interpersonal skills, with the ability to engage and collaborate with stakeholders at all levels.	Essential
VALUES AND ETHICS	
Desire to work within a democratic, student-led environment.	Essential
Understanding and commitment to equality, diversity and inclusion	Essential
Commitment to using skills and knowledge to help others	Essential
Demonstrably high standards of personal integrity	Essential
Commitment to own professional development	Essential