



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: Executive MSc Programme Administrator

Department: Department of Psychological and Behavioural Science (PBS)

Accountable to: Executive MSc Programme Manager

Job Summary:

The primary function of this role is to assist with the management of the department's Executive MSc Behavioural Science. The post holder will be expected to (i) provide frontline support to executive students throughout their time on the programme and beyond (ii) support recruitment and admissions activities (iii) provide excellent administrative services for the programme including organising the executive teaching sessions and other programme events (iv) actively contribute to the student engagement and the student and alumni experience (v) contribute to the PBS professional services team and wider department.

Duties and Responsibilities

Front line student support

- Act as a first point of contact for executive students during their time on the programme. This will include communicating with students in-person, by phone and by email and will involve providing pastoral support to students experiencing difficulties during the course of the programme.
- Effectively manage the generic inbox for the programme, which receives a high volume of enquiries. Responses must be accurate, clear, timely, professional, customer-focused and in line with agreed procedures/principles.
- Take a lead role in the management of activities to welcome new students to LSE and the Department. This will include planning and running events, providing advice, attending social events and producing welcome packs.
- Provide expert advice to students on Departmental and School policies around topics such as registration, course (module) selection, assessments, results, exceptional circumstances and graduation. It will also involve investigating and resolving novel and complex queries regarding School regulations and processes.

Recruitment and admissions activity

- Take a lead role in responding to queries from prospective students.
- Respond to queries, and provide advice and guidance to, offer holders.



- Monitor offer holder data to ensure that programme targets are met, providing regular reports to the Programme Manager.
- Plan and organise activities to promote the programme to a range of audiences. This will include running regular recruitment events, working at open days and on other marketing activities.
- Actively contribute to the production, updating of and distribution of publicity materials, researching and anticipating market demands.

Programme administration

- Develop excellent relationships with all staff involved in the programme including Programme Directors and teaching staff, the Exam Sub-Board Chair as well as guest speakers and external collaborators.
- Provide high-level secretarial support for committees within the Department including the Exam Sub-Board. This will include arranging dates and rooms; maintaining membership records; requesting, preparing and circulating meeting papers; writing minutes and undertaking follow-up actions.
- Provide expert advice to colleagues on rules, regulations and administrative processes connected to the programme.
- Work effectively with colleagues from the Timetables and Room Bookings teams to ensure that appropriate rooms are booked for the executive teaching sessions and other events.
- Take a lead role in the creation of complex teaching schedules for the executive teaching sessions, liaising with teaching staff colleagues across the School.
- Take a lead role in the planning and organising of the large number of programme events that take place during the EMSc teaching sessions. This includes liaising with internal and external venues, caterers, audio-visual as well as high-profile organisations and speakers.
- Plan and organise the annual EMSc student and alumni conference.
- Take responsibility for arranging travel and accommodation for guest speakers.
- Work with teachers to arrange printing of teaching materials.
- Develop and maintain networks with other key areas of the school involved in student life such as the Academic Registrar's Division, Communications, Data and Technology Services and the Library.
- Take a lead role in the management of assessment processes including handling submission of formative and summative work, marking and processing of results.
- Develop and maintain process notes and manuals for all aspects of the programme administration.
- Manage locally held records for the programme and maintain filing systems.
- Act as an expert in Moodle (LSE's Virtual Learning Environment), developing and updating course pages and providing advice to colleagues.
- Update and maintain course reading lists.
- Work with LSE's Disability and Wellbeing Service ensure that Inclusion Plans are implemented and students with additional needs are fully supported.
- Undertake a process of continuous improvement to ensure that all processes are efficient, effective and within regulations.

Student engagement and experience

- Work closely with colleagues Professional Services Staff and academic colleagues to ensure that we provide the best possible student experience.
- Support PBS's alumni strategy by helping to offer a seamless transition from student to alumni.
- Build relationships with alumni to help develop the EMSc alumni network.
- Proactively seek feedback from students, offer-holders and alumni and feed this into decision making processes within the programme and Department.
- Plan and manage the production of student handbooks and other standard documentation for students and colleagues, evaluating and updating materials in response to changes to processes.



Wider departmental support

- To actively contribute to the wider Department, providing suggestions for improvement and development and participate in activities not necessarily linked to the executive programme.
- Represent the Department and/or School at internal and external events.
- Work constructively as part of a passionate team of professional services staff. This will include supporting other areas as required, attending meetings and contributing towards larger projects.
- Support the implementation of the PBS's future plans and developments.
- Assist with events run by the department such as public lectures and social events.
- Offer ad-hoc support to other team members during busy periods and provide cover during periods of absence.

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. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

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.