



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: Undergraduate Programme Manager

Department/Division: Management

Accountable to: Head of Programme Delivery

Job Summary

The Department of Management has an undergraduate degree programme and eight full-time postgraduate degree programmes. The BSc Management is the Department's three-year undergraduate programme, admitting around 150 students per year. As part of their programme, students have the opportunity to participate in a year-long exchange with a partner school in Europe, the US or Asia.

The postholder will:

- Proactively manage, supervise and co-ordinate all aspects of the undergraduate programme from admission to graduation;
- Manage all activities related to the Undergraduate Exchange programme;
- Have responsibility for all incoming undergraduate exchange students and their LSE experience;
- Manage a small team responsible for the delivery of course (module) administration, programme management and all exchange activities;
- Have oversight and line management of a Programme Administrator and Programmes Coordinator who support the undergraduate programme, providing professional guidance, support and development;
- Work closely with faculty and other professional services colleagues to proactively develop the programme, student experience and learning community.

Duties and Responsibilities

Admissions

- To contribute to and attend Open Days, Information Sessions and Offer Holder events for prospective students.
- To work with the Marketing, Analytics and Communications team (MAC) to develop marketing strategies and materials for the programme.

Programme and course administration

Responsibility for all aspects of programme administration from registration to graduation:

- To oversee the organisation of Welcome/induction activities, including welcoming incoming exchange students.
- To oversee the annual cycle of administration for undergraduate Management courses including timetabling, production of study materials, assessments and results.



- To oversee the undergraduate examination processes, from production of exam papers through to final results, including management of Exam Sub-Boards and liaison with External Examiners.
- To oversee and contribute to internal programme review and reporting activities, such as the Programme Strategy Committee.
- To review and update programme regulations, course guides, programme information and course materials as required.
- To manage, monitor and forecast the undergraduate programme budget and all associated financial activities.
- To oversee the Student Staff Liaison Committee (SSLC) process, including election of representatives, attendance at meetings, response to feedback and leading on the implementation of programme improvements.
- To provide administrative support to the Academic Mentors and Undergraduate Tutors.
- To work closely with colleagues around the School including faculty, departmental staff and the Student Services Centre to deliver all aspects of the programme to the highest standard.

Student experience

- To work closely with the Programme Director and other relevant colleagues to consistently deliver an excellent student experience.
- To promote and ensure the Undergraduate Office is a welcoming and accessible service for all students.
- To monitor student progress and respond proactively to pastoral care or academic progression issues in conjunction with Academic Mentors, Programme Directors and other colleagues around the School.
- To work closely with students and SSLC representatives to support and develop student-led activities.
- To lead on programme social and networking events, in conjunction with students and the Student Experience and Events Manager.
- To seek feedback from students as well as proactively identify and implement strategies to improve and innovate the student experience.

Undergraduate Exchange

- To deliver presentations and briefings to students regarding the undergraduate exchange.
- To manage the application and selection process for Undergraduate Outgoing Exchange candidates from end-to-end, working closely with the Programme Director and others, and to participate in the selection panel.
- To manage school selection for outgoing exchange students and negotiate exchange slots with partner schools as required.
- To be a focal point and champion for incoming exchange students, ensuring a seamless and supportive experience.
- To oversee the registration process for incoming students, including course choice.
- To act as an internal point of contact for exchange queries, processes and issues.
- To maintain excellent working relationships with partner schools and other external colleagues, keeping them updated on LSE news and developments as appropriate.
- To work closely with partner schools to strengthen relationships and establish new strategic partnerships.

Graduation, careers, alumni and employer relations

- To work with Department and School colleagues to communicate graduation arrangements at LSE.



- To work closely with the Careers, Alumni and Employer Relations team (CAER) to provide Careers related initiatives, industry links and to offer a seamless transition from student to alumni.
- To continue to contribute positively to students' experience of LSE post-graduation, in support of the Department's alumni strategy.

Team management

- To manage and motivate a small team.
- To set and maintain high standards of delivery within the team.
- To develop the skills and ambitions of team members to enable them to progress and succeed at LSE.
- To monitor and manage team resources to ensure a seamless service to students, faculty and other stakeholders.

Department duties

- To be a senior member of the Programmes Team, leading on and contributing to Department-wide plans and activities.
- To support the implementation of the Department's future plans and developments.
- To input into the development and implementation of Departmental policies and procedures.
- To service Department committees and working parties as required.

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.