



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: Teaching Support Officer

Department/Division: Mathematics

Accountable to: Undergraduate Programmes Manager

Job Summary

The postholder will provide a comprehensive professional service related to delivery of UG and MSc teaching in the Department of Mathematics. They will service the Department's Teaching Committee, associated working groups and teaching quality reviews and processes. They will support the UG class teaching team. The postholder is expected to be highly organised, confident technically and willing to learn and develop skills to enhance and deliver teaching-related systems and processes in the Department. The postholder is expected to be proactive in reviewing systems and suggesting improvements.

Duties and Responsibilities

- **Teaching Quality and Review:**
 - Service the Department Teaching Committee and related working groups as required, including timely production of minutes and following up on all action points agreed.
 - Take responsibility for, and proactively support the Deputy Head (Education) in, advising academic and professional services colleagues of upcoming deadlines in areas related to the role and ensure these are met.
 - Take the lead in running School course and programmes reviews by collating and presenting course statistics, internal and external feedback, and researching and presenting benchmarking information. Manage the departmental review cycle.
 - Take responsibility for the accuracy and distribution of Teaching Quality Surveys in teaching terms.
 - Coordinate the online distribution and result collation of in house teaching surveys for new teachers
 - Arrange and record teaching observations for all staff and class teachers in line with the departmental cycle.
- Take responsibility for delegated areas of UG and MSc **assessment** processes: including but not limited to:
 - assisting with preparation of exam script marking allocations (hard copy or online)
 - managing dissertation submission and circulation (online / hard copy) to first and second



markers).

- downloading or receiving coursework submissions and declarations
- ensuring coursework and dissertation grades and examination results are recorded accurately for subboards / consistency meetings
- responsibility for all FOI/ mark check requests
- Take responsibility for ensuring those courses with **coursepacks** have updated versions available to students in the current format.
- **MA425 project course support:** Be the PS contact point and source of support for all administrative and event support required by the MA425 project coordinator and faculty responsible for MA425. This includes managing the budget and payments to supervisors.
- Manage circulation of any **Inclusion Plans** to faculty and teachers as appropriate and offer support and advice in implementing any reasonable adjustments recommended to support students' academic experience. Keep accurate records of all current students who have inclusion plans.
- Have overall responsibility for scheduling and promoting faculty and class teacher **office and revision hours** (including January and IRDAP exams) and allocate adequate space and prepare any lists required for payroll for additional hours.
- Manage the **Maths Support Centre**, ensuring staffing coverage of all sessions. Be proactive in obtaining staff and student feedback data on the Centre, and analyse this data and provide regular reports. Provide the Department manager with monthly reports on staff payments due and manage the Centre budget.
- Be the key point of **academic support contact** in Departmental liaison with **LSE LIFE** to ensure Centre resources are promoted to our students and academic mentors.
- Be the first point of contact for staff and students' queries relating to individual course **Moodle sites**. Review and make recommendations for additional functionality on course sites in particular related to assessment and act as department expert user. Prepare, update and maintain reading lists if required and work with the administrator for communications to update and maintain relevant programme-level Moodle sites.
- **Class teacher support:** Be first point of contact and accurately refer day to day queries from class teachers redirecting to other colleagues as appropriate. Arrange and minute 1-2 teaching team meetings each year as required by the Deputy Head (Education).

General

- Develop and maintain links with colleagues to share and formulate **best practice**, for example by providing support for colleagues' innovations and strategic developments (e.g. EDEN grant application support) and assisting with the dissemination of these ideas within and outside the Department. Participate in related School networks/working groups as required.
- Contribute actively to the work of the professional services team and the Department.
- Be flexible in providing assistance at times of heavy workloads for PSS colleagues, and be willing to develop skills and programme knowledge to offer cover for other members of the Department's Professional Services team on an *ad hoc* basis (e.g. during periods of annual leave). Provide assistance and training to colleagues on procedures related the role for such periods of cover.
- Organise and take responsibility for own workload with minimum supervision and take responsibility



for training and learning/developing skills required for the role.

- Understand and abide by the School's Regulations and legislation regarding data protection, financial regulations, freedom of information and recorded student information.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the demands 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.