



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: Admissions Assistant – Executive Education

Department/Division: Extended Education

Accountable to: Senior Client Relations Manager – Executive Education

Job Summary

Part of the Extended Education division - The Executive Education team manages LSE's programmes for executives and working professionals.

Our primary focus is on our growing portfolio of open enrolment programmes. These programmes attract a global audience of senior leaders from the private and public sectors and achieve excellent recommendation rates from participants.

We also deliver a select number of custom programmes each year. These programmes enable our partners to receive LSE education experience, tailored to their needs and requirements.

The programmes form an integral part of LSE's mission, enabling the School to widen its impact by delivering LSE's world class research and teaching to a business and practitioner audience. They also represent valuable revenue sources for the School, generating critical funds to invest in teaching and research activity. All our programmes operate in increasingly competitive markets.

The Admissions Assistant plays a key role in the recruitment of participants to these courses. They ensure applications are processed swiftly and efficiently and that queries from enrolled and potential participants are managed in a professional and timely manner, using telephone and email to provide an exceptional level of customer service to a diverse and international audience. The postholder will work closely with the Client Relations colleagues to drive enrolments, including guiding prospective delegates expertly on course choice in line with their learning and career goals, and monitoring enrolment numbers against key targets. and to monitor enrolment numbers against key targets.



Duties and Responsibilities

Communication and Liaison

- Recruit high-calibre applicants for open enrolment executive courses, typically these participants will hold director, board level or c-suite jobs.
- Establish relationships with potential participants, providing first class customer service through telephone, email and face to face communication.
- Be the first point of contact for participants who are already booked on to a programme, ensuring their pre-programme experience is as smooth as possible.
- Liaise with colleagues across the School (including senior academics, delivery team and IT) to support sales and ensure applications are processed efficiently.
- Effectively communicate the features and benefits of the programmes, by telephone, face to face and in writing, to persuade people to apply to the programmes and ensure conversions to enrolment.
- Proactively follow up on leads and enquiries, ensuring enquirers receive an appropriate and timely response.
- Demonstrate cultural awareness and sensitivity to different participant expectations.

Programme Organisation and Administration

- Manage the Executive Education email inbox, prioritising which queries should be dealt with immediately and which should be escalated.
- Process applications using discretion to determine applicants' suitability for the programme against the recruitment criteria.
- Maintain participant and programme details for applications and produce related documentation, e.g. visa, invitation and confirmation letters, as well as certificates and transcripts.
- Support the end to end processing of applications on our student record database (SITS), ensuring data is accurately inputted and checked, and producing reports monitoring progress towards targets.
- Generate invoices for payment, working with internal teams to track these through the system and ensure any issues are resolved as quickly as possible.
- Monitor enrolments progress against target and provide regular reports to Client Relations Managers

Initiative and Problem Solving

- Quickly build knowledge and expertise of courses across the LSE Executive Education portfolio, and of the target audience for each programmes
- Highly motivated, able to work independently and in a fast-paced team environment
- Contribute to the formulation and implementation of new ways of working
- Proactive problem solver able to use initiative and external resources and information to identify solutions to problems that arise
- Work collaboratively with colleagues from across the School, including senior faculty, to secure answers to participant questions swiftly and efficiently.
- Make sure all the delegates / companies data is updated and accurate on salesforce

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.