



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: Graduate Programmes Coordinator

Department/Division: Media and Communications

Accountable to: Deputy Department Manager

Job Summary

The primary purpose of the job is to manage the teaching delivery and student experience of the Department's taught masters programmes, and to manage the forward planning of the annual cycle of tasks and processes which underpin the programmes, answering queries and maintaining student records. The post requires the ability to work independently and with minimum supervision, often to strict and competing deadlines and always to exacting standards. The post holder will provide administrative support to and work with academic members of the Department of Media and Communications and the Department's professional services team. The postholder will work closely with the Deputy Department Manager as a key member of the MSc Programmes Delivery Team.

Duties and Responsibilities

Service Delivery

- To proactively manage the administration of the Department's taught master's programmes, delivering a high level of customer service and developing a first-class experience for students and high-quality support to academic staff.
- To manage the effective and efficient delivery of administrative services for professional services and academic staff.
- To manage the organisation of daily student support office hours – virtual and in person.
- To manage all administrative processes around student admissions.
- To manage and coordinate the student feedback process in the Department in order to monitor progress and adjust content and delivery appropriately.
- To monitor and respond to current student and admissions enquiries via email, virtually or in-person.
- To assist with MSc-related assessment administration where required.
- To manage the organisation and delivery of MSc-related events (virtual and in person).
- To collaborate with the Deputy Department Manager and Deputy Head of Education on developing student experience initiatives relating to academic provision, both in person and virtually.
- To collaborate with the Director of Graduate Studies, Department Manager and Deputy Department Manager in reviewing issues relating to student experience identified via various feedback fora (SSLC, surveys etc), and take the lead in implementing change to offset the challenges identified.



- To collaborate with other professional services colleagues in managing the Department's meeting space(s), including booking and general upkeep of staff and student shared spaces, liaising with IT services, estates and portering as required.
- To attend and proactively contribute to Departmental meetings, including bringing items of relevance to the various meetings for discussion.
- To collaborate with the Department Manager and Deputy Department Manager and other professional services colleagues to devise marketing, recruitment and promotional strategies for the Department's MSc programmes.
- To maintain current knowledge on issues relevant to the role.
- To uphold the School's commitment to equity, diversity, inclusion and ethics.

Communication, Liaison and Networking

- To proactively build relationships with the Department's MSc student community by working closely with them to enhance the student experience.
- To proactively build relationships with professional services and academic staff
- To manage and produce content for the Department's student-facing social media in connection with current students, prospective students and alumni – Instagram, Facebook, X and any other platforms as required.
- To manage and innovate around the use of other online resources in connection with student community building.
- To produce a weekly current student newsletter to be distributed to the current student cohort.
- To produce monthly offer holder email contact, working with the Deputy Department Manager and Programme Directors.
- To manage the development of the Department's Moodle pages throughout the year.
- To develop a strong working relationship with the School's primary contacts on student engagement.
- To work with the Deputy Department Manager to maintain links between the Department and its alumni.
- To liaise with various with School service divisions, including Student Services, ARD, LSE LIFE, Eden, Student Wellbeing and the LSE Students' Union.

Teamwork and Motivation

- To work collaboratively with professional services and academic staff.
- To foster a collegial atmosphere between Departmental colleagues.
- To contribute actively and positively to the effectiveness of the Professional Services Team and to the Department's objectives.
- To cover responsibilities in the absence of other colleagues if/when required.
- To manage the workload of contract/temporary staff where necessary.

Planning and Organisation

- To act as Secretary to the MSc Student-Staff Liaison Committee (SSLC), including managing the election of student representatives, organisation of termly meetings, minute-taking, liaison with student representatives and relevant academic staff and the LSE Students' Union, and following up on action items agreed upon in the meetings.
- To collaborate with the Department Manager and Deputy Department Manager on, and to play a lead role in, the planning and execution of Welcome, including organisation and attendance of academic and social induction events.
- To manage own workload with minimal supervision and to take responsibility for advising staff of upcoming deadlines and ensuring that deadlines are met.



- To use School systems, including SITS, LSE For You, Moodle, Salesforce, Student Hub and other systems to an advanced/expert level.

Decision Making, Initiative and Problem Solving

- To proactively contribute suggestions and solutions in team meetings where appropriate with respect to admissions, teaching, alumni and student experience.
- To drive collaboration and use initiative to further the efficiency and effectiveness of Departmental processes including evaluation and improvement of existing procedures.
- To use tact, discretion and sensitivity when dealing with students who are experiencing difficulties in relation to teaching, academic and pastoral issues.
- To make informed decisions on issues relating to the running of the relevant MSc programmes in accordance with legislation and School policies and procedures.
- To identify the appropriate extent of consultation with School staff where necessary and proceed with consultation and decision-making process independently.
- To document and demonstrate due care and attention in decision-making process.
- To consider equity, diversity and inclusivity in all decision making.

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.