



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 post holder.

Job title: Summer School Programme Assistant

Department/Division: Extended Education
Accountable to: Admissions and Programme Manager

Overview of the Unit

The Extended Education Unit is a highly successful and commercially driven team that delivers LSE's open enrolment short courses and distance learning degree programmes:

- The LSE Summer School is recognised as a global leader and is one of the top two Summer School programmes in the world measured by student enrolments (just under 8,000 students in 2024). Participants study on the LSE campus over an intensive nine-week period every Summer between June and August.
- The University of London Programme (UoLP) was the originator of distance learning more than a century ago. In excess of 20,000 students across nearly 40 countries are currently studying LSE designed degrees either through distance learning or accredited organisations.
- Executive Education Courses is a growing programme of executive education open enrolment courses which attract a global audience of senior leaders from the private and public sectors and achieve excellent recommendation rates from participants.
- Online Certificate Courses is an innovative programme targeted at working professionals, delivered in partnership with the education technology company 2U.

The programmes 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 and have high ambitions for growth.

The Unit's objectives are to continue to expand its programmes in order to take advantage of the School's academic expertise, but also solidifying their competitive advantage by ensuring that participants have the optimal experience both academically and socially whilst at LSE.

Job Summary:

To provide a range of administrative support to the Summer School Programme.

The post holder is expected to support a range of activities, from recruitment, enquiries, admissions, to support during the programme and certification after it.

The ideal candidate should be proactive and keen, with an appetite for delivering excellent customer service within a commercial environment. They will need to relish a varied workload in a busy working environment in a team committed to continuous improvement. The role will require some additional evening and weekend work, especially during the Summer School. Time is compensated by TOIL or overtime pay.



Duties and Responsibilities

Communication

- To respond to enquiries and queries, by telephone, email and in-person, providing accurate information in line with current Summer School policy to enquirers, applicants and participants, with diplomacy and utilising tact and discretion, referring on where appropriate. At all times providing a professional and friendly customer service high levels of customer service.
- To be the first point of contact for internal and external queries, acting as an interface between participants and academic staff delivering courses

Teamwork

- To actively contribute to the work of the Summer School administrative team, participating in all areas of the administration and carrying out duties as required.

Service Delivery

To demonstrate a proactive and collaborative approach to providing excellent customer service, including:

- Assisting prospective students with the provision of appropriate documentation to support their applications.
- Checking that applications have all the necessary appropriate documentation before passing them on to the Programme Director for assessment.
- Filing of electronic files and documentation as required.
- Assist other members of the administrative team with organising programme events, including, registration, orientation, examinations and social events.
- To respond to student and teacher enquiries in an informative and timely manner, providing high levels of customer service and advice.
- To process student enquiries regarding visas, letters of acceptance (used to secure visas), course changes, fee queries and transcript requests in a timely and accurate manner.
- To provide on-location support at events, including Registration, Welcome Receptions and other social events. Some of which take place outside of normal office hours.
- To act as the first point of contact in the reception area of the Summer School Office.
- To provide a sensitive front-line level of pastoral care to students. Where necessary referring students to the appropriate support services or reporting potential student welfare issues or complaints to more senior colleagues.

Liaison and networking

- Liaise with the Operations Team regarding, IT, HR and Finance systems and processes.
- Liaise with Programme Directors on matters relating to student admission and progression on the programmes.

Initiative and problem solving

- To take over specific tasks as required by the absence of another team member and to provide support where required.
- To provide applicants and enquirers with timely detailed advice and information about their application.
- Monitoring the decision process and updating the SITS as necessary.
- Ability to recognise when a problem should be referred to others.

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.