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: LSE Laidlaw Scholars Leadership and Research Programme Manager

Department/Division: LSE LIFE

Accountable to: LSE LIFE Centre Manager (with input from Learning Developer for Personal and Professional Development [PPD])

JOB SUMMARY

LSE LIFE is the School's academic, personal and professional development centre for undergraduate and taught master's students. Housed in bespoke space on the ground floor of the LSE Library, LSE LIFE acts as a one-stop shop for the numerous developmental opportunities offered by different LSE services, and provides one-to-one support, workshops and large-group learning events, as well as courses and programmes running throughout the year, both on campus and virtually.

The work we do is articulated around three specific outcomes:

- Students feel supported in their academic undertakings at LSE, both in general and in their discipline
- Students feel connected to themselves and their future
- Students feel connected to each other, to London, and to LSE

LSE LIFE is now looking to recruit a programme manager for the LSE Laidlaw Scholars Leadership and Research Programme who will oversee its management and administration aspects. Reflecting the culture of the LSE LIFE team, we are looking for someone who is enthusiastic, flexible, and prepared to adapt to a changing environment. The post holder will work closely with the allLSE LIFE Centre Manager and the LSE LIFE Learning Developer for the personal and professional development (PPD) stream. They will have the following main duties and responsibilities:

- Oversee and deliver the main aspects of the LSE Laidlaw Scholars Leadership and Research Programme including, inter alia, recruitment of students, delivery of training events, budgetary control, evaluation of different activities and liaison with the Laidlaw Foundation and other partners, etc.
- Streamline and standardize all operational processes to ensure an efficient organisation and delivery of the programme.
- Provide pastoral support to LSE Laidlaw Scholars, when needed, and point them towards other sources of support as required.

To be successful in this position you will have knowledge and experience in:

- Project and / or events management, including project planning and budgeting
- A proven track record of working on own initiative

Optimally, you will also have experience and knowledge in at least one of the following areas:

- Student experience
- Personal and professional development and/or experiential learning
- Internal marketing and communications

Please note that hours of work will need to be flexible and may include some evenings and weekends.

DUTIES AND RESPONSIBILITIES

Teaching and learning support
- Support the organisation, coordination, preparation, and delivery of the different aspects of LSE Laidlaw Scholars Leadership and Research Programme (henceforth, the LSE Laidlaw Programme), including all logistics such as venues, catering, and teaching material, etc.
- Keep Moodle up-to-date with all relevant learning material and ssist in the production of learning and other programme support materials
- Monitor and evaluate the outcomes, impact, benefits and effectiveness of the programme and provide analysis and written reports on activity as requested
- Liaise with LSE Careers and research supervisors to provide adequate support and guidance to scholars before and during their summer projects

Management
- Manage and help to deliver the LSE Laidlaw Programme in collaboration with the Learning Developer PPD and LSE LIFE Centre Manager
- Set up and manage all project plans and budgets
- Manage all internal and external communications (such as workshop leaders/speakers, students, and other units inside and outside LSE)
- Set up and maintain manuals and policies for the programmes (such as checklists, defining processes, expense and other policies for scholars, general guidance, etc.)
- Produce regular financial and programme progress reports

Communication
- Act as the main point of contact between LSE and the Laidlaw Foundation
- Liaise with students and respond to email inquiries
- Promote and communicate the LSE Laidlaw Programme by working collaboratively with LSE LIFE colleagues and other colleagues in relevant professional services units and academic departments
- Liaise with colleagues (with the support of the Learning Developer PPD when appropriate) across all levels in academic departments and professional services units, and when appropriate with external consultants
- Ensure and monitor LSE Laidlaw Scholars' regular and adequate engagement activity on the Laidlaw Network
- Develop tailored communication tools and use relevant communication channels to communicate adequately with LSE Laidlaw Scholars and applicant students with complex needs

Service delivery
- Ensure an excellent level of organisation and smooth delivery of all activities and events related to the programme
- Ensure all tasks are completed with great attention to detail and that deadlines are met
- Respond promptly to enquiries from the Laidlaw Foundation as well as academic departments and professional services units throughout the School when needed
- Seek actively student feedback to monitor progress and suggest adjustments to content and delivery of the LSE Laidlaw programme

Teamwork and motivation
- Collaborate closely with the LSE LIFE Centre Manager and the LSE LIFE Learning Developer (PPD) to ensure a smooth and successful delivery of the programme
- Contribute positively to the flexible working environment and engage proactively with LSE LIFE colleagues to promote coherence of action and team spirit
- Collaborate with colleagues from other professional service units, academic departments and institutes, and take on varied additional duties, including when necessary administrative tasks, to support the success of the LSE Laidlaw Programme

Decision-making
- Consult and make sound and fair decisions, understand priorities and how to allocate resources effectively

Initiative and problem-solving
- Proactively and effectively manage programmes and work independently with limited supervision
- Understand the academic, personal and professional challenges faced by LSE Laidlaw Scholars and direct them towards relevant support services
- Coordinate actively input from different stakeholders in the case of activities that require joint delivery
- Suggest possible improvements to the LSE Laidlaw Programme based on student feedback, evaluation activities or as a result of developments in leadership, research or related areas

Other responsibilities
- Other duties as requested by the Head of LSE LIFE, LSE LIFE Centre Manager and the Learning Developer PPD

Specific conditions

Due to some LSE Laidlaw Programme events taking place outside of normal working hours, it will be necessary for the post holder to work flexibly at times (e.g., weekends and evening hours)

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.