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: Programmes Administrator

Department/Division: Law   **Accountable to:** Service Delivery Manager (LLB)

Job Summary

An ideal entry level position for someone keen to gain experience of working across student administration and support within a busy department.

The postholder will play an important role in supporting two workstreams at key times of the year. They will support the day-to-day programme administration of matters relating to current students on Law School programmes. In addition, they will also support the exams and assessment process where they will assist with the delivery of exam papers to the central Exams Team while supporting the Law School Exams Team and students throughout the assessment period.

This role will sit primarily in the Undergraduate Team however will work across both the LLB (UG) and LLM (PG) as required.

Duties and Responsibilities

Key Tasks:
- Support the Welcome Week process for new students in the Law School.
- Support the general programme administration of Law School programmes and associated day-to-day activities.
- Support the administrative processes related to assessment and exams as required.
- Attend and support the organisation of student events and initiatives.
- Mailbox cover as required.

Communication:
- Act as a point of contact for Law School students, dealing with enquiries in a professional manner, providing advice and guidance when necessary.
- Provide administrative support to members of the academic staff in the Law School requiring assistance on programme matters.
- Support effective communication between the Law School, students and LSE Central Administration.
- Support the development of programme documentation, including preparing and maintaining student handbooks, FAQs, web pages, course videos and School documentation such as the prospectus, Moodle, calendar, and course guides.

Planning and Organising Resources:
- Support the administration of assessment and exam processes including the preparation of exam papers, the setting up and administration of diversified assessments, and associated activities during

the exam season.
- Support the organisation of Welcome Week for incoming students (and General Course students allocated to the Law School), and arranging other meetings as required.
- Operate and maintain effective information systems (SITS/LSE For You) on student records, including exams, induction information for new students, timetabling information, and course material.
- Support the allocation of Academic Mentors and maintain records of Academic Mentor changes throughout the year.

Liaison and Networking:
- Liaise with various academic departments and the Student Services Centre regarding the status of students.
- Build effective working relationships with members of academic and Professional Services Staff in the Law School.

Teamwork and Motivation:
- Contribute actively and positively to the Professional Services Staff team and to the wider Law School.
- Organise and take responsibility for own workload.
- Manage own workload with minimal supervision and take responsibility for advising academic colleagues of upcoming deadlines in order to ensure that work is completed on time.
- Exercise initiative in the development of Law School programmes in relation to its agreed objectives.
- Support the development of Law course pages on LSE's virtual learning environment (Moodle), understand what information needs updating, and how different resources should be best utilised to help with the student experience.

Pastoral Care and Welfare:
- Act as a point of contact for students with concerns or problems and refer them to the Undergraduate Student Support and Advice Manager or relevant service within the School as appropriate.

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.

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.