



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: Student Regulations (Senior Administrator)
16 month appointment

Department/Division: Student Services Centre, Academic Registrar's Division
Accountable to: Head of Student Regulations Management or Deputy Head

Job Summary:

Academic Registrar's Division (ARD) is a key central support unit within the School. ARD's delivery remit is wide: We are an informed and inspiring voice to our prospective students; a welcoming and friendly face to our new students; a knowledgeable and caring presence to our current students; and a proud and supportive friend to our graduating students. To our colleagues across LSE we are a professional and constructive source of help, support and advice.

Within ARD, Student Services comprises of the Student Services Centre (SSC) and Student Wellbeing Services (SWS) under the leadership of the Head of Student Services.

The Student Service Centre (SSC) could be described as the 'engine room' of LSE's central academic administration. It offers mission critical functions that are fundamental to the student experience and educational journey, for example student advice, enrolling, maintaining the register, taking assessments, receiving results, and attending graduation ceremonies.

The postholder will assist with the planning and management of all SSC coordinated student regulations and relevant processes and their development via the appropriate School committees and fora. This team has direct responsibility for:

- Offering regulatory and operational expertise to contribute to the School's strategies on student regulations, and relevant processes and systems. They will uphold a culture of a student focused approach whilst equally upholding the highest possible academic standards.
- Maintaining, curating, updating and drafting all relevant student regulations and associated policies, in particular related to assessment regulations, liaising with Teaching Quality Assurance and Review Office (TQARO) as appropriate
- Offering advice to staff and students on all relevant regulatory matters, developing a central role as the authoritative source of guidance on all student related regulations for the SSC and beyond.
- Supporting the administration of Sub-Boards and School Boards (working closely with the Student Records Team) in particular, the consideration of exceptional circumstances, suspension of regulations, ratification of marks, student degree eligibility and the conditions for making degree awards
- Academic misconduct administration
- Academic appeals administration
- Providing support to the legal team regarding student complaints on academic matters
- Exceptional Circumstances administration
- Deferral administration
- Any relevant external examiner administration
- Any relevant intercollegiate administration



- Mark check administration
- Assisting with preparing School submissions for the OIA

The postholder is also expected to work closely with the Head of Student Regulations Management and Deputy Head to ensure long-term strategic objectives are effectively met.

Duties and Responsibilities

- Manage the day-to-day administration of the Student Regulations team enquiries, organising, logging, distributing or responding to queries as appropriate.
- Administer the processes and systems supporting all student regulation and process relevant records, both electronic and paper based, and ensure they are maintained accurately and in accordance with LSE and legal requirements. To proactively identify data quality issues and resolve them in a timely manner.
- To assist with the delivery of a consistent and professional service, ensuring customer service excellence, aligned to ARD's and the School's Strategy
- To assist with maintaining, curating, updating and drafting all relevant student regulations and associated policies, in particular related to regulations, liaising with Teaching Quality Assurance and Review Office (TQARO) as appropriate
- To contribute to the delivery of advice to staff and students on all relevant regulatory matters.
- Assist with supporting Sub-Board and School Boards (working closely with the Student Records Team) in particular, the consideration of exceptional circumstances, deferral requests, suspension of regulations, ratification of marks, student degree eligibility and the conditions for making degree awards.
- Assist in the management of academic misconduct administration
- Assist in the management of academic appeals administration
- Assist in the management of the support of student complaints on academic matters
- Assist in the management of Exceptional Circumstances administration
- Assist in the management of Deferral administration
- Assist in the management of mark check administration
- Assist in the management of any relevant external examiner administration
- Assist in the management of any relevant intercollegiate administration
- Assist with the preparation of School submissions for the OIA
- Proactively support service development and innovation within SSC student regulatory related work.

General

- To participate in school-wide training sessions relating to the areas owned by this team.
- To provide information and expert advice to students and colleagues across the School on policies and procedures owned by the team.
- To inform managers regarding issues relating to the IT processes and specialist systems relating to the areas owned by this team.
- To assist in the collection of management information as appropriate, including in accordance with legal requirements.
- To assist in managing the creation and maintenance of manuals that provide guidance on all processes and procedures owned by the team.
- To check that web pages owned by the team are updated as necessary.
- Participate in the induction and training of new permanent and temporary staff.
- Proactively collaborate and work with other teams within the SSC and assist as required.
- To work within legal requirements with particular reference to Data Protection, Freedom of



Information and Visa Compliance.

- Actively contribute to continued service improvements across Student Services.
- Undertake regular shifts on the SSC counter, responding to student enquiries in a helpful, friendly and accurate manner.
- Assist as required with all key administrative events such as Graduation Ceremonies, Campus Enrolment and Exams.
- Embody the School's values both within and outside the organisation, role modelling behaviour and encourage equality, diversity and inclusion.
- Undertake additional duties that may reasonably be assigned by the Head of Student Regulations Management, Deputy Head or other Deputy Heads of Student Services or other senior managers.
- During peak times, some out of hours work may be necessary.

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.