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: Student Experience and Events Manager

Department/Division: Management   **Accountable to:** Deputy Head of Programme Delivery

Job Summary

To take lead responsibility for establishing and maintaining a thriving student community that drives student engagement, achievement, and satisfaction. Working closely with teams and faculty within the Department and LSE the Student Experience and Events Manager will explore and lead on ways of developing and delivering creative initiatives and events to enhance student experience.

The post holder will be responsible for ensuring effective and efficient service delivery in the following areas:

- Student engagement and community building, including cross-programme and departmental social and networking events.
- Widening participation and equality, diversity, and inclusion events and initiatives.
- Student Communications, from post offer contact to transition to Alumni.
- Coordination of student study trips – both internationally and within the UK.

Excellence in strategic planning, understanding of the student journey and effective communication skills will allow the post holder to maximise opportunities for meaningful engagement with the Department's stakeholders.

Duties and Responsibilities

The key duties associated with this post are as follows:

Pre-arrival and offer holder engagement

- To contribute to and attend Information Sessions and offer holder events for prospective students.
- To work with the Marketing, Analytics and Communications team (MAC) to develop marketing strategies and materials for the programmes, as well as contribute content to social media platforms.
- To identify new and innovative ways to engage offer holders, liaising with relevant faculty and members of the Programmes Team to implement initiatives.

Student experience and engagement

- To help develop and oversee the Department's widening participation strategy, working with School partners where necessary and the Undergraduate Tutors for the BSc programme.
- To oversee the organisation of Welcome activities and identify opportunities to run cross-programme activities.
- To welcome new students to the Department, leading on the production of welcome materials such as the Department handbook and branded merchandise.
- To oversee the development of annual events programmes for each of the Department's nine, full-time degree programmes from orientation to graduation, ensuring that the extra-curricular opportunities provided have a positive effect on the student experience.
- To take the lead on all cross-programme events, helping to develop a thriving learning community across faculty and students in the Department.
- To make recommendations to the Head of Programme Delivery on new initiatives, strategies and their resourcing requirements.
- To collaborate with teams outside of the Department of Management, such as LSE SU, LSE LIFE, and the Disability and Wellbeing Service, to connect students to central services and tailor activities to suit the needs of the students on each programme.
- To understand the Department and School context in order to proactively identify and progress student experience opportunities and projects.
- To attend all Student-Staff Liaison Committee meetings and actively seek student feedback via town halls and surveys, reporting on common issues and examples of best practice to the Head of Programme Delivery.
- To work closely with Programmes Teams to track and implement changes as a result of student feedback, providing progress updates to the student community.
- To manage, monitor and forecast the cross-programme student experience budget and all associated financial activities.
- To complete risk assessments for events and activities, working closely with the relevant Programmes Teams and the School's Health and Safety Team.

Graduation, careers, alumni and employer relations

- To work with the Department of Managements Careers, Alumni and Employer Relations (CAER) Team to provide Careers related initiatives, industry links and to offer a seamless transition from Student to Alumni.
- To work with the Alumni Manager and the School's Graduation Team to coordinate graduation activities for the Department, communicating details to staff and students as appropriate.
- To contribute positively to students' experience of LSE post-graduation, in support of the Department's alumni strategy.

Student trips and visits

- To liaise with the School's Health and Safety team to complete risk assessments for student trips and visits, minimising risk wherever possible.
- To help nurture close working relationships with the external partners, NGOs and companies involved with delivering the Department's study trips.
- To work with the relevant faculty and Programmes Teams to help design content and activities for student trips.
- To welcome student visitors to the Department, coordinating with relevant faculty and professional services staff to deliver activities, as and when required.
- To attend and help deliver UK-based and international study trips, as required.
- To conduct post trip evaluations, gathering staff and student feedback on companies, logistical arrangements and academic content.

Student communication
- To design a student communications strategy, aligning the strategy to the Department's overall Communication Strategy.
- To ensure all student communications are of a sufficiently high standard and are compliant with School and Department branding guidelines.
- To work with the Programme Coordinators to supervise the publication of weekly student bulletins, contributing content relating to cross-programme activities in the Department.
- To provide content for alumni newsletters and the Department's social media channels, promoting the student activities in the Department.

Department duties
- To be a senior member of the Programmes Team, leading on and contributing to Department-wide plans and activities.
- To support the implementation of the Department's future plans and developments.
- To take lead responsibility, in conjunction with the Head of Programme Delivery, for implementing School policies relating to student experience and for responding to information and guidance provided at School level. To draw on their understanding of these issues to implement responses or solutions at a Departmental level.
- To input into the development and implementation of Departmental policies and procedures.
- To service Department committees and working parties as required.
- To sit on and play an active role in the Department's EDI committees.

Flexibility
To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the demands 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.