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: Programme Administrator (Student Experience)

Department: Finance   **Accountable to:** Programme Manager

Job Summary
To provide a high level of administrative support to faculty and students, to ensure the smooth running of courses and programmes in the Department and supporting the delivery of a high quality student experience. To pro-actively contribute to the operational day-to-day functions of the Department's premium fee Master's programmes.

Duties and Responsibilities

Programme Administration
- Work closely with Programme Managers on the day-to-day running of the Department's super-premium and premium fee Masters' programmes.
- Service Staff/Student Liaison Committee Meetings and other Department meetings.
- Oversee and organise student Academic Mentor meeting schedules and records.
- Develop a good working knowledge of the programmes in order to deal with a range of queries from current students.
- Assist in ad-hoc projects such as student yearbooks, cohort profiles and handbooks.
- Work closely with Programme Managers to provide a high level of administrative support during the intensive September pre-sessional courses; actively participating in delivery of the orientation programme, preparing of materials, compiling student data.
- To provide lead support in the development and delivery of a wide range of core activities and events e.g. orientation, timetabling, student events both during the day and some evenings.
- Deputise for the Programme Managers where necessary.

Course and Faculty Support
- Manage formative and summative assessment for all coursework on relevant courses and ensure that students submit work in line with protocol.
- Create and manage assignment marking records, preparing mark sheets, liaising with markers, supporting delivery of In Class Assessments and implementation of the Department Enhanced Feedback Scheme.
- Providing full updates at weekly meetings on all courses being managed
- Preparing and compiling marking records accurately and distributing grades to students in a timely manner.
- Using databases and excel to create and maintain accurate student records.
- Manage and co-ordinate student attendance data and prepare assessment component data for participation grades.

- Facilitate communication between students and faculty, including providing information on changes in lectures, classes, staff office hours, dates of meetings and other general matters.
- Provide administrative support to academic staff and visitors in the department.
- Work with the Departmental Manager and Programme Managers to continually improve services and support to students and faculty.

Examinations and Assessment
- To work with the Exams Manager and MSc Programme Managers to support all stages of the Department's postgraduate examination process during both the main and resit and deferred assessment periods.
- To ensure that Department examinations are carried out in line with School requirements.
- To assist in ensuring the timely preparation and submission of exam papers to the School by the required deadlines.
- To collate examination scripts, produce and check mark frames, and collate marks, ensuring a high-level of accuracy throughout.
- To provide administrative support to the Department's Postgraduate Exam Sub-Board and prepare Exam Board Reports and exam statistics.
- To advise colleagues and students on examination regulatory issues and act as a contact point between the Department and central School bodies relating to exams and assessment.
- To take part in the development and review of examination processes.

Service Delivery
- Provide support as needed in managing the smooth running of Departmental resources.
- Provide other general administrative support as required such as photocopying, organising couriers, scanning documents, dealing with stationery requests, dealing with Estates and maintenance related issues.
- Take initiative in dealing with telephone calls, replying to emails and dealing with students, faculty and other callers/visitors to the Department.
- Prioritise and manage own workload.

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.