



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: Course Administrator

Department/Division: Language Centre

Accountable to: Centre Manager

Job Summary:

The post holder is the point of contact for course administration within the Language Centre. The role involves routine course administration including set up and registration. The role also involves some basic administrative and clerical support to members of staff within the Language Centre as part of the Learning Support and Administration Team.

Duties and Responsibilities

- To deal with course and programme enquiry emails to the Language Centre and to refer on to the appropriate member of Centre staff where necessary.
- To deal with course applications by steering enquirers towards the most appropriate process.
- In liaison with the appropriate Language Co-ordinator to deal with applications for English for Academic Purposes programmes.
- To handle the day to day course administration for Language Centre programmes.
- To handle payments for courses via the LSE eShop and in the handling of credit or debit cardholder data do so in accordance with PCI-DSS Compliance Training for LSE Staff.
- To be involved in simple course and class set up on appropriate Language Centre systems.
- To handle day to day 'additional services' processes such as proofreading and document authentication requests.
- As one of the first points of contact, for the Centre, to deal tactfully and courteously with any complaint or problem and to liaise with the appropriate member of staff to facilitate a solution.
- To assist with non-course event set up such as Welcome Week, UG Open Day and UG Offer Holders' day stands.
- To work closely with other members of the Learning Support and Administration Team to make sure the work of the Centre is achieved course and programme administration is delivered to the highest standard possible.
- To liaise with other service areas of the School to make sure the work of the Centre is achieved course and programme administration is delivered to the highest standard possible.
- To service language centre staff/committee meetings (i.e. scheduling, arranging, taking minutes).
- To assist with enquiries from our students in The Huddle.

**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.