# 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:** Exams and Course Selection Manager

**Department/Division:** Academic Registrar’s Division (ARD)

**Accountable to:** Deputy Head of Student Services

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| **Job Summary:**Located within the Academic Registrar’s Division, Student Services provides central support for a range of fundamental student-related activities including programme registration, course selection, exams, results processing, graduation, visa compliance and student record maintenance. The postholder will have particular responsibility for (i) exam organisation and delivery; (ii) student course (module) enrolment; iii) maintenance of the student record and associated data quality; (iv) providing management information for internal and external purposes; (v) team development and management and (vi) overseeing the development and maintenance of relevant web pages. While leading on exam organisation and delivery and course selection, the postholder is expected to work closely with the Registration Manager on both exam and registration delivery, ensuring both the Registration and Exams Teams work closely together to deliver these key events.The postholder is expected to ensure that an excellent level of service is maintained across the Student Services Centre and to work closely with other colleagues in the Academic Registrar’s Division, in particular fellow Managers and the Deputy Head of Student Services.The postholder is expected to work closely with the Deputy Head of Student Services and the Head of Student Services to ensure long-term strategic objectives are effectively met. |

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| **Duties and Responsibilities** |
| **Information, Processes and Planning** * To provide information and expert advice to students and colleagues across the School on policies and procedures owned by the team.
* To advise students and colleagues across the School on processes owned by the team and to liaise with the relevant departments regarding their development and maintenance.
* To prepare and maintain manuals providing guidance on relevant processes and procedures.
* To ensure that relevant webpages are updated as necessary.
* To make constructive recommendations on individual student cases or specific issues to the Deputy Head of Student Services and other senior staff as required.
* To keep the Deputy Head of Student Services informed about any concerns arising in the delivery of functions and service.

**Team Management*** To line-manage a team of permanent staff. In addition to the allocation of work and monitoring of the service provided, this will include conducting regular staff performance reviews and agreeing training and development needs.
* To delegate work effectively, setting clear objectives and providing encouragement and motivation.
* To co-ordinate the recruitment, induction and training of new permanent staff and temporary staff for peak periods.
* To manage the expanded Exams Team during the relevant peak periods.
* To lead the Exams Team, particularly during the exam periods, communicating clear high standards for service delivery and taking decisions regarding the application of School policy to emergent and urgent situations.
* To bring the team together at key times to work successfully towards the common goal of delivering exams.
* To work effectively with and contribute to the department and other Student Services administrative teams.
* To work effectively with other ARD colleagues and colleagues within the School.
* To contribute to cross-team meetings e.g. department and Advice team meetings.
* To work closely with other managers within the Student Services Centre, and to share resources as necessary.

**Exams** * To co-ordinate and proactively plan for all arrangements for the School’s three exam periods (January, Summer and Law resit) including:
	+ Producing and publishing the course by course and student personal exam timetables
	+ Overseeing all logistical arrangements including room bookings and set up for both standard and Individual Exam Arrangements (IEA) exam sittings,
	+ Co-ordinating information updates, website updates and communications with School stakeholders including academic Departments;
	+ Handling exam entry enquiries as required and and overseeing the late entrant process;
	+ Overseeing staffing arrangements including recruitment, training, scheduling, management and payment of temporary office and invigilation staff;
	+ Overseeing the preparation and ordering of all exam materials including question papers, answer booklets and permitted materials, co-ordinating meetings with external suppliers when necessary and ensuring all relevant timescales and deadlines are adhered to;
	+ Overseeing the correct exam material provision for all exam sittings;
	+ Membership of the IEA and Overseas Sitting Panel;
	+ Leading on the provision of training for new and existing staff on LSE exam processes and procedures;
	+ Managing all aspects of the daily operations of the Exams Office and management of exams processes;
	+ Overseeing non-standard exam arrangements including Individual Exam Arrangements and Overseas Sittings, ensuring compliance with LSE policy and legal obligations under the Equality Act;
	+ Working closely with the Registration Team to ensure timely and full support is received for exams delivery
	+ Frequent liaison with all other related Student Services and School-wide teams including Advice, Communications and Operations, Security, IMT and Estates to ensure full and timely preparation for and the smooth running of exams;
	+ Monitoring individual student cases for action and areas of precedent or potential policy changes in conjunction with the Deputy Head of Student Services.
	+ Undertaking reviews of all exam planning and delivery involving all stakeholders and ensuring outcomes are implemented as agreed.

**Programme Registration*** To work closely with the Registration Manager to support the delivery of programme registration for new and continuing students for the School, particularly the main period at the start of the academic year including:
	+ Liaison with colleagues across the School;
	+ Working with the Registration Manager to deliver main registration and ensure confirmation of students’ eligibility to study, with particular reference to visa compliance;
* Ensuring records are updated accordingly.
* To assist where required with registration for students on non-standard programmes.

**Student Course Enrolment (Course Selection)*** To oversee the enrolment of students on to courses (modules).
* To ensure processes are in place for handling student enquiries and referring to appropriate colleagues when necessary.
* To oversee the use of various IT systems to resolve problems with course selection.
* To oversee Student Services’ support for the timetable clash approval and UG class group change request processes
* Co-ordinating course selection information updates, website updates and communications with School stakeholders including academic departments;
* To oversee the technical set up and maintenance of course (module) information within the student record system (SITS).
* To attend working groups to help develop course selection and course set up processes and to take part in systems testing as necessary.

**Data and Systems Management*** To organise, supervise and manage the IT processes and specialist systems relating to the areas of responsibility detailed above. This includes training staff and ensuring the smooth running of these systems in conjunction with Information Management and Technology Services and ARD Systems.
* To proactively identify data quality issues and resolve them in a timely manner.
* To manage and maintain student electronic records in SITS, with a particular emphasis on ensuring the highest possible standards of data quality. To provide lead support with the development of new IT projects, including preparing project specifications, liaising with colleagues and testing software.
* To provide management information as appropriate, including in accordance with legal requirements.

**General Duties*** To assist with results processing and graduation ceremonies
* To share responsibility for overseeing the management of shared cross-team inboxes.
* To prepare and maintain cross-team process manuals and to actively contribute to continued service improvements across Student Services
* To Support the Advice, Communications and Operations team in ensuring that the reception counter service is adequately staffed and trained by ensuring Exams Team members are trained and contribute to staffing the reception counter.
* To be aware of and work within legal requirements with particular reference to Data Protection, Freedom of Information and Visa Compliance

**Flexibility*** To deliver services effectively a degree of flexibility is required. During particularly busy times, such as programme registration, exams, results processing and ceremonies periods, the postholder may be expected to work outside normal office hours. Additionally, foreign travel may be required from time to time, for example with regard to overseas graduation ceremonies.
* To undertake such other duties as required from time to time by the Deputy Head of Student Services or other senior managers, consistent with the nature and grade of the post.
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| **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](https://info.lse.ac.uk/staff/divisions/Human-Resources/Assets/Internal/staff/OL/Effective-Behaviours-Framework.pdf)  |
| **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. |