



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: Summer School Programme Assistant

Department/Division: Summer School and Executive Programmes
Accountable to: Summer School Deputy Manager and Summer School Manager

Job Summary:

To provide a range of administrative support to the Summer School Programme.

The Summer School and Executive Programmes Unit (SSEP) is currently responsible for three programmes: Summer School (circa 7,000 enrolments over nine weeks from June through to August), Executive Summer School (circa 300 enrolments over two weeks in June) and Methods Programme (circa 400 enrolments over two weeks in August).

This is a position to support a rapidly developing Unit. The post holder is expected to support a range of activities, from recruitment, enquiries, admissions, through to support during the programme and certification after it.

The ideal candidate should be proactive and keen, with an appetite for learning about short course provision within a commercial environment. They will need to relish a varied workload in a busy working environment.

Duties/Other Responsibilities

Communication

- To respond to enquiries and queries, by telephone, email and in person, providing accurate information in line with current SSEP policy to enquirers, applicants and participants, with diplomacy and utilising tact and discretion, referring on where appropriate.
- To communicate effectively with the Marketing and Recruitment team so that the webpages, prospectus and other marketing materials can be updated with accurate up to date information.
- To draft, edit, proof read and dispatch correspondence or documentation as required by the Programme Administrators, Units' Managers and Director.
- To be a point of contact for internal and external queries, acting as an interface between participants and academic staff.



Teamwork

- To actively contribute to the work of the Summer School administrative team, participating in all areas of the administration and carrying out duties as required.
- To actively contribute to meeting the team's annual recruitment targets and to improving the conversion rate.

Service Delivery

- To demonstrate a proactive approach to providing excellent customer service, including:
- Uploading or inputting applications to the programmes onto the Student Record System (SITS) within a set timeframe.
- Assisting prospective students with the provision of appropriate documentation to support their applications.
- Checking that applications have all the necessary appropriate documentation before passing them onto the Programme Director for assessment.
- Filing of electronic and paper files and documentation as required.
- Assist other members of the administrative team with organising programme events, including, Registration, orientation, examinations and social events.
- To respond to student and teacher enquiries in an informative and timely manner, providing high levels of customer service and advice.
- To process student enquiries regarding visas, letters of acceptance (used to secure visas), course changes, fee queries and transcript requests in a timely and accurate manner.
- To provide on location support at events, including Registration, Welcome Receptions, Public lectures and other social events. Some of which take place outside of normal office hours.
- To provide editing support to lecturing staff for the online learning platform for the courses, where appropriate.
- To take notes at internal meetings, ensuring that an accurate record, including action points, is taken.
- To assist with the production of course materials that will be provided to students during the programme.
- To act as first point of contact in the reception area of the Summer School Office.
- To order and inventory stationary and provisions for the unit.
- To help coordinate and dispense post-programme gifts to service staff within the School.

Liaison and networking

- Liaise with the Operations Team regarding, IT, HR and Finance systems and processes.
- Liaise with suppliers and LSE central services, including catering, IT and Library etc.
- Liaise with Programme Directors on matters relating to student admission and progression on the programmes.
- Liaise with the Marketing and Recruitment team on content for Marketing materials.

Initiative and problem solving

- To take over specific tasks as required by the absence of another team member and to provide support where required.
- To provide applicants and enquirers with timely detailed advice and information about their application.
- Monitoring the decision process and updating the SRS as necessary.
- To work with the Programme Administrators and the Operations Team to assess debtor data in the run up to and during the programmes. Ensuring that procedures for dealing with outstanding fees are carried out correctly and that information is logged correctly.
- Ability to recognise when a problem should be referred to others.



Investigation, Analysis and Research

- **Assist with data collation and interpretation, data quality checks and data cleaning.**
- **Where appropriate contributing to the writing of papers/reports through formatting and preparation of charts and figures. e.g. Managing data from student evaluations to create reports.**
- **Assist with the logistics of organising surveys and other primary data collection. e.g. create targeted mailing lists, collecting comparator information from other Universities and compiling course and programme student evaluations.**
- **Research to inform targeted marketing activity. e.g. identifying individuals and organisations that might be interested in our programmes.**

Note

The LSE has a progressive pay structure that rewards you with annual pay increases up to a certain level as you develop in your role. We also provide for further reward past this point in the form of further pay increases based on exceptional performance.

Flexibility

To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.

Equality and Diversity

LSE believes that equality for all is a basic human right. We actively encourage diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

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.