



## 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:** Surveys Officer

**Department/Division:** Teaching Quality Assurance and Review Office (TQARO), Academic Registrar's Division (ARD)

**Accountable to:** Surveys Manager, TQARO

### Job Summary

The postholder will be responsible for supporting a major strand of TQARO's activity, administering the surveys of student opinion of teaching and their educational experience whilst at LSE.

The postholder will assist with the evolving administrative demands of delivering, monitoring and reporting on the School's participation in the course-level and programme-level surveys and also the National Student Survey (NSS), which all final year undergraduate students are invited to complete. Where capacity permits, the postholder will also support the work of the other Survey Officer within the team.

The implementation of the survey operation and its resulting business intelligence are complex activities: they involve handling a large amount of sensitive, confidential data; developing a detailed understanding of the requirements related to the survey and/or the lifecycle of data in operational terms; and in terms of wider policy issues. The postholder is expected to develop a thorough understanding of the EvaSys software used to generate the School's surveys.

The data derived from these teaching surveys are key performance indicators for the School's Strategy 2030 and, alongside other metrics of performance, provide key insights for the School's senior management. Thus, the postholder will assist the Surveys Manager in liaising with both internal LSE staff and TQARO's contacts at EvaSys regarding the university's changing survey requirements, as well as supporting the day-to-day survey operation by responding to email enquiries, performing data accuracy checks, setting up surveys, supporting in training sessions delivered to LSE staff, and actively contributing to discussions regarding the continual improvement of various survey processes.

### Duties and Responsibilities

- Taking responsibility for producing, checking and uploading the spreadsheets used to generate LSE's internal course and programme-level surveys, and escalating any issues relating to these duties to the Surveys Manager.
- Ensuring timely and rigorous preparations for each survey period, liaising with departmental administrative and teaching staff where necessary; working with internal and external IT specialists on survey set-up.



- Checking raw data generated by the surveys and making corrections or deletions where appropriate to ensure data quality is maintained.
- Responding to staff and student enquiries and complaints – including investigating apparent problems and troubleshooting the surveys whilst “live”.
- Being responsible for the day-to-day management of the surveys mailbox and responding to queries in a timely manner, normally within 1 working day if the query is not complex.
- Providing advice to other departments/offices at the School on survey systems.
- Supporting the Surveys Manager with ensuring that the ‘Surveys’ section of the TQARO website is kept up-to-date.
- To assist the Surveys Manager with the administrative preparation for LSE’s annual participation in the National Student Survey.
- Participating in departmental outreach and assisting with the delivery of training to colleagues from across the university to enhance the service offered by TQARO in delivering the School’s internal surveys.
- Ensuring that all survey data is processed and stored confidentially, in line with established policy and GDPR requirements.
- Developing the list of data checks that are performed both before and after each internal survey period.
- Assisting the Surveys Manager with the collation and preparation of data for internal and external publication. The main reporting and visualisation tool in use currently is Tableau, with Business Objects, Excel and the EvaSys software also used to varying degrees.
- Logging any recurrent survey issues and queries with a view to producing survey guidance material.
- Liaising with Human Resources (HR) to supply survey data to the appropriate committee(s) for academic staff review and promotion.
- Supporting the Surveys Manager with occasional quantitative and qualitative project work.
- Communicating with stakeholders about any changes related to the surveys.
- Supporting the work of the other Survey Officer within team.
- Undertaking research/analysis on an ad hoc basis as agreed with the Surveys Manager and the Head of TQARO.
- Any other ad hoc duties that support the surveys operation.

### **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](#)



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**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.