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: Strategy and Communications Officer

Department/Division: LSE100   **Accountable to:** Course Manager, LSE100

Job Summary

The post holder will provide outstanding administrative support to the Director, LSE100 and the Course Manager, LSE100, in particular, supporting significant strategic developments on the Course and coordinating communication and engagement activities.

You will liaise a range of colleagues from across the School, as well as external colleagues in delivering all these activities, which will support the Course at a significant time in its development and which will embed the provision of interdisciplinary education in the School's undergraduate offer.

Duties and Responsibilities

Key tasks include:

- Coordinate all aspects of the consultation over LSE100's strategic development, in consultation with the Director, LSE100 and the Course Manager, LSE100.

- Map out an institution-wide consultation strategy together with the Director, LSE100 and the Course Manager, LSE100.

- Produce a range of written and presentational material in support of the consultation over LSE100's strategic changes and other initiatives on the Course.

- Take the lead in delivering LSE100 events and initiatives in line with the consultation process.

- Develop a high-level strategy for communicating the work of LSE100 to all LSE stakeholders.

- Lead on LSE100's communication strategy, both within the School and in the wider community.

Service delivery

- Support LSE100's departmental consultation process by preparing and presenting analysis on the role of LSE100 in the context of each LSE department with responsibility for undergraduate

students.

- Respond flexibly and proactively to requests for information or assistance about LSE100 from internal and external stakeholders, referring them to relevant colleagues.

- Take the initiative in developing robust reporting procedures for the LSE100's communications strategy and related activity.

- Collaborate with the LSE100 Course Manager and other members of the LSE100 Office to run the LSE100 Course Office during the academic year, including by addressing queries from students and other stakeholders, supporting the LSE100 teaching staff, contributing to the coordination of events, and other organizational work necessary for the smooth day-to-day operation of the course.

- Work closely with the LSE100 Course Manager and other members of the LSE100 Office to ensure a high standard of service is delivered to all LSE100 staff and students.

- Contribute to the reviewing and developing of working practices and administrative procedures to ensure the LSE100 teaching team and students receive a high quality administrative service.

Planning and organisation

- Coordinate the delivery of consultation and communication initiatives in line with LSE100's strategic priorities and at the request of the Director, LSE100

- Oversee the planning and delivery of a range of different events, including internal communication briefings, student events, and external facing events.

- Manage own workload with minimal supervision, in response to the cyclical nature of the role, and take responsibility for advising staff of upcoming deadlines and ensuring that deadlines are met.

- Carry out diary management, full meeting preparation and briefings and detailed forward planning including with external participants.

Communication

- Collaborate with the LSE100 Director, Deputy Director and Course Manager, to implement a multi-strand communications and outreach strategy to reach students, LSE staff, and other stakeholders. Oversee the implementation of the strategy, working closely with the LSE100 Director and Course Manager.

- In line with the communications strategy, manage and maintain systems to ensure effective flow of information, coordination and communication to other professional service units and academic departments.

- Take responsibly for the production of high quality materials and conduct regular presentations in relation to the communications, to be viewed by staff at levels up to Pro Director.

- Minute meetings and write reports as required; accurately convey specialist, technical and complex information, giving consideration to the intended audience and the format/language

used.

- Act as the key point of contact for queries, from both internal and external stakeholders, in relation to programme reviews, education initiatives and the School's Education Strategy.

- Work closely with the LSE100 Director, Deputy Directors and Course Manager to ensure the LSE100 website is updated with information on course content, staff profiles and news and events, and identify methods to display content to gain maximum attention.

- Take active role in developing the Centre's social media platforms (e.g. Twitter and Facebook) and LSE100's wider social media activity.

- Where needed (particularly during crunch points in the year), collaborate with other members of the Course Office team to carry out projects related to the implementation of LSE100 (including, for example, working with the Assessment Manager to process data and communicate with students regarding submission of work, marks, etc.)

Decision-making, initiative and problem solving

- Exercise own initiative in support of the Director, LSE100 and the Course Manager, LSE100 and the wider team to ensure that the LSE100 consultation process has a high level of support, including identifying where information is required from academic departments.

- Support LSE100's communications strategy by independently identifying ways that LSE100 can communicate more effectively with a range of stakeholders in departments and service divisions.

- To consider the impact of any School-wide policies and procedures on the activities of LSE100. To take the initiative in developing responses to such policies and to report to the Director, LSE100 advising and making recommendations on action plans.

- Exercise initiative in developing effective processes to follow up on initial outcomes of the consultation process with relevant professional service units and academic departments.

Liaison and networking

- Liaise with all relevant stakeholders, including LSE academics at all levels, LSE100 teachers, students, and other departments/divisions within LSE (e.g., LTI, TLC etc.).

- Work closely with the LSE100 Course Manager and Director to ensure effective communication on course policies and procedures, including ensuring that materials are provided to staff and students in appropriate formats for different audiences (e.g., students and staff).

- Develop excellent working relationships with peers in other departments and divisions to proactively share best practices and work together to continuously improve educational standards.

- Participate in internal and external networks, building ongoing and effective relationships with a wide range of contacts and engaging fully with the School priorities.

Teamwork and motivation

- Contribute to the effectiveness of the LSE100 team in achieving LSE100's objectives to deliver innovative, dynamic and top tier education for LSE undergraduates.

- Working with the whole LSE100 team, proactively contribute to and support implementation of best practices related to all LSE100 activities.

- Foster a collegial atmosphere among LSE100 colleagues at all levels and in all groups.

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.