



## 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:** Postgraduate Programmes Delivery Manager

**Department:** Psychological and Behavioural Science (PBS)      **Accountable to:** Department Manager

### Job Summary

The Department of Psychological and Behavioural Science at the LSE is looking for a Programmes and Course Manager to provide high quality and comprehensive administrative support to staff and students on our MSc programmes (the role will be allocated to certain programmes and courses, as defined by the Department Manager).

This includes managing all aspects of the administration of the programmes and requires the post holder, amongst other responsibilities, to (i) act as the key administrative contact for the programme from admission to graduation (ii) communicate effectively with a wide range of staff, students and external organisations (iii) work closely with the Programme Directors, the Department Manager and other faculty members to develop the programme and enhance student experience and actively contribute towards the annual planning process; (iv) ensure compliance with the School and local policy and practice guidelines; and (v) work with an expanding team in the Department and contribute constructively to the professional services team and the wider Department.

### Duties and Responsibilities

#### Communication

- To produce written reports for consideration by senior colleagues such as the Programme Directors, Departmental Tutor and Departmental Management Team.
- To provide prospective students with information, advice and guidance on all aspects of the programme both orally and in writing.
- To develop and implement marketing, recruitment and widening participation strategies to ensure that offer targets are met and that the programmes attract the highest quality applicants.
- To develop and implement communication strategies for maintaining contact with offer holders and current students.
- Be responsible for the Open Day and Orientation programme and offer holder contact.
- To develop a high public profile for the programme, including managing and developing social media to enable and encourage communication between, for example, offer holders, current students and alumni with fellow Programme Manager
- Provide comprehensive and expert advice to staff and students regarding Department and LSE exam regulations; ensuring changes to regulations are communicated to all relevant stakeholders and implemented across Department processes and procedures.
- To prepare and maintain comprehensive manuals for all relevant administrative process.
- To develop and present induction sessions to new students and academic staff.



### **Teamwork and Motivation**

- To actively contribute to the team and the wider Department, providing suggestions for improvement and development and participate in activities not necessarily linked to the programmes.
- To participate constructively in team meetings, one-to-one meetings and wider Departmental meetings.
- To support the implementation of the Department's future plans and developments.
- To manage resources in a constrained environment to ensure seamless service to students, faculty and other stakeholders.

### **Liaison and Networking**

- To work closely with the Programme Directors, Departmental Tutor and course teachers to ensure that their requirements and student expectations remain aligned at all times.
- To act as Secretary to the BSc related Committee meetings.
- To actively participate in Department Teaching Committee and act as officer to SSLC committee
- To liaise with a variety of key personnel and departments across the School to ensure the effective delivery of the degree programme and a high quality student experience. This includes liaison with a) the Academic Registrar's Division on regulatory matters and b) areas of the School that support the implementation of new processes or guidance.
- To represent the Department and School at internal and external events.
- To actively contribute to internal and external networks and to build links for the benefit of the programme and the Department.
- To work with Department and School colleagues to communicate graduation arrangements at LSE.
- To work closely with the Department Communication team to offer a seamless transition from student to alumni.
- To continue to contribute positively to students' experience of LSE post-graduation, in support of the Department's alumni strategy.

### **Service Delivery**

- To lead on developing the Department's portfolio of careers events for students.
- To lead on liaison with the School's Repeat Teaching Panel. This includes making Departmental recommendations for individual students; advising staff and students on issues of academic progression; and managing appeal cases.
- Prepare the handbook for students with the fellow Programme Manager each.
- Work closely with Department Manager to ensure student targets are met and update the Programme Directors.
- To maintain an outstanding level of attention to detail in all aspects of the role.
- To undertake a process of continuous improvement to ensure that processes remain as effective as possible and that the highest levels of service delivery are maintained at all times.
- To service Department working parties as required.
- To take minutes of meetings on an ad-hoc basis for Department Manager's forums.
- To proactively seek feedback from students and input into team, Department and School initiatives and strategies to improve and enhance the student experience.
- To be responsible for the organisation of Welcome Week activities
- To oversee the entire annual cycle of administration for core and optional courses including timetabling, materials, assessment and results
- To organise the programmes Exam Boards
- To oversee and contribute to internal programme review and reporting activities such as the Programme Steering Committee
- To review and update programme regulations, course guides, programme information and materials as required
- To manage, monitor and forecast the programme budget and all associated financial activities



- To play a key role in the Student Staff Liaison Committee process, including election of representatives, attendance at meetings, response to feedback and leading on the implementation of programme improvements
- To work closely with colleagues around the School including faculty, staff, Registry, Student Services Centre and others to deliver all aspects of the programme to the highest standard
- To oversee and monitor the dissertation exchange option, in conjunction with the appropriate faculty supervisor
- To work closely with the Programme Director to consistently deliver an excellent student experience
- To promote and ensure the office is a welcoming and accessible first point of contact for all students
- To proactively identify and implement strategies to improve and innovate the programme.
- Oversee the formatting and finalisation of exam papers; arrange review via an internal scrutiny panel.
- To take the lead on organising and running two Exam Boards at which assessment results and degree awards are considered and ratified.
- To monitor student progress and respond proactively to pastoral care or academic progression issues in conjunction with Academic mentors, Programme Directors and other colleagues around the School
- To lead on programme social and networking events, in conjunction with students, the Department Communication team and other contacts
- Willingness to attend trainings as seen fit by the needs of the Department in relation to meeting the growing needs of the student body.
- To review and update Moodle guidance pages for staff and students to provide a comprehensive online information resource relating to all areas of teaching and learning, assessment and welfare support.

#### **Planning and Organising Resources**

- Be responsible for the annual planning of the programmes. This includes proactively identifying potential issues; the clear communication of deadlines; accommodating School initiatives especially those concerning the student experience; providing accurate management information; and supporting and enhancing the postgraduate course choice process and keep up to date with information from the BPS.
- To plan, prioritise and organise own day-to-day work in accordance with deadlines and agreed objectives.
- To implement, review, develop and enhance administrative systems and processes to ensure best practice is achieved in the operational delivery of degree programmes in line with LSE.
- To act as the Faculty's Exams Liaison Officer and lead on all administrative arrangements relating to postgraduate examinations, assessments and awards.
- To monitor and advise on admission numbers to ensure that offer targets are met.
- To develop teaching timetables in conjunction with the programme directors and Department Manager.
- To oversee the administration of all assessments, including preparation of assessment materials, collating marks and organising exam board meetings.
- To plan and organise guest lectures, careers activities and social events for students
- To plan and manage information sessions for prospective applicants.
- To liaise with course teachers regarding the timely provision of reading lists and course materials, update CAPIS, networking with professional services colleagues
- To make sure that the department administrative process reflect developments in technologies and procedures across LSE.
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#### **Initiative and Problem Solving / Decision Making**

- To make independent operational decisions on a daily basis in a variety of areas; and to work with



minimal supervision and use initiative and judgement to solve day-to-day issues with flexibility and timeliness. Areas include the delivery of teaching, assessment marking and student communication.

- To use creativity to solve unprecedented problems where the solution is not immediately apparent.
- To make constructive and authoritative recommendations with potentially significant impact to the Programme Director, Departmental Tutor and Department Manager. This includes on a) individual student cases and issues; and b) areas of major importance such as recruitment and admissions, student satisfaction, student welfare and assessment.
- To formulate and submit recommendations to the Department on process improvements, and new School initiatives.

#### **Analysis and Research**

- To conduct research and data analysis in a variety of areas such as admissions, student satisfaction, assessment and alumni destinations.
- Maintain and contribute the data to Department Workload model.
- To present management information and recommendations to Programme Directors, Department Manager and senior managers in the Department and across the School.

#### **Pastoral care and welfare**

- The first point of contact for students; providing comprehensive advice on student welfare issues to both staff and students in both informal and formal situations; and proactively maintaining an up-to-date knowledge of the School's support service provision.

#### **Team Development**

- To coach and advise colleagues on common areas of work, including sharing best practice and coordinating the implementation of new initiatives and improvements as appropriate.

#### **Knowledge and Experience**

- To use Moodle to facilitate course work submission.
- To maintain and develop the programme pages on the School's virtual learning environment, as well as ensuring effective use of other internal and external IT systems
- To keep abreast of LSE and Department policy; ensure any changes to regulations are disseminated to the team and implemented across Department processes and procedures.

#### **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. The postholder may be required to undertake out of hours work from time to time for events or training.

#### **Equality and Diversity**

To uphold the School's commitment to equality of respect and opportunity, as set out in the [Ethics Code](#), we will treat all people with dignity and respect, and ensure that no one will be treated less favourably because of their role at the School, age, sex, disability, gender identity, race, religion or belief, sexual orientation, marriage and civil partnership, pregnancy and maternity, or social and economic background. For the full Equity, Diversity and Inclusion policy statement, please see the [EDI website](#).

#### **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.