



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: Office Coordinator

Department/Division: Statistics

Accountable to: MSc Programmes Manager and Undergraduate Programmes Manager

Job Summary

To provide a high and comprehensive level of administrative support to the staff and students of the Department of Statistics. Supporting the work of the Programme Managers in delivering the undergraduate and postgraduate programmes, including the PhD programme, the Research and Finance Manager with processing and recording expense claims, and the Events and Communications Officer in providing a range of events and seminars to internal and external audiences. To manage the Departmental term-time seminar series and oversee day-to-day operations of the Department's administration.

Duties and Responsibilities

Service Delivery

- To support the Teaching Committee and EDI (Equity, Diversity and Inclusion) Committee meetings, and other ad hoc working groups as required by preparing documents for circulation, servicing meetings, and by following up on agreed action points.
- To be the key point of contact for LSE LIFE, which hosts ST102 and ST107 Advice Hours, and to ensure that advice hours are promoted within the School and managed on a weekly basis in term time. To be proactive in obtaining staff and student feedback data, helping to analyse this data and provide regular reports.
- To have overall responsibility for scheduling and promoting faculty and class teacher office hours and for allocating and maintaining class teacher homework boxes.
- To have overall responsibility for the departmental term time seminar series including: booking speakers; arranging hotel accommodation; reimbursing travel receipts; ordering catering and seminar room set up.
- To manage all assessed coursework submission, ensuring that all coursework is submitted correctly, that any student queries are responded to promptly and that coursework is forwarded to the appropriate Departmental colleague in a timely manner.
- To assist the Programme Managers with course related tasks in times of heavy demand, including



allocating students to seminars and updating academic mentor office hours.

- To provide support to the Research and Finance Manager by processing expenses claims for staff and students, including student language course reimbursement applications, where appropriate, and reporting on expenditure.
- To undertake office management tasks for the Department's staff and students, including: maintenance of communal office areas, ordering stationery and office consumables; distributing post; estates matters; allocation and renewal of keys; updating departmental notice boards and photo boards;
- To manage the student study areas, ensuring that they are well maintained and kept, and reporting issues to the appropriate teams in the School.
- To oversee the allocation of IT equipment to staff and students, reporting problems to the IT Service Desk when necessary, and advising the Departmental Manager and Research and Finance Manager of requests for new purchases.
- To understand and abide by the School's regulations and legislation regarding data protection, freedom of information and recorded student information, for example Inclusion Plans.

Communication

- To assist with student enquiries when required and to confidently, appropriately and efficiently handle a range of matters.
- To respond to and forward all applicant and student enquiries to the Statistics Inbox in an informed and timely manner. To provide a high level of customer service and communicate complex information and advice on Department and School procedures.
- To provide administrative support for the orientation and welcome of new undergraduate and postgraduate students, including assisting with preparing copy for and editing selected welcome and orientation materials including student handbooks.
- To offer support for the Communications and Events Officer in providing an engaging and relevant social media presence for the Department, including drafting copy for online use communications and publicity for events, seminars and receptions as required.
- To assist the Communications and Events Officer and Programme Managers with updating and maintaining the Departmental Website and Moodle sites.
- To maintain and update the student feedback pages on the Departmental website via the School's CMS system.
- To coordinate the award of student prizes: liaising with prize donors and winners; ensuring that stakeholders are invited to graduation ceremony receptions; notifying the School of all Departmental prize winners and producing awards letters and cheques in a timely manner.



Planning and Organizing Resources

- To support the Programme Managers and Events and Communications Officer as required with the organisation of departmental events, receptions and seminars and annual conference.
- To support the organization and delivery of a range of student social events, and being proactive in suggesting new student related activities.
- To support the undergraduate and taught postgraduate examinations processes by: collecting and delivering scripts to examiners; assisting with the preparation of materials for sub-board meetings; copying samples of exam scripts for viewing by external examiners, and taking responsibility for mark check requests.
- To assist the Departmental Manager and Deputy Heads for Teaching and Teaching Strategy with the School's and Department's Education Strategies by: collating and scrutinising student feedback, acting on agreed action points from feedback, and preparing responses to disseminate to the Department's staff and students.
- To maintain accurate, efficient paper and electronic financial records for areas of departmental funding as required by the Departmental Manager and Research and Finance Manager, processing claims in a timely manner and periodically advising on budget status.
- To undertake small projects in support of the Department's strategic development work.

Initiative and Problem Solving

- To prioritise own workload and proactively consider methods of supporting degree programme administration.
- To develop and maintain links with colleagues to share and formulate best practice, for example by providing support for colleagues' innovations and strategic developments and assisting with the dissemination of these within and outside the Department.
- To be willing to develop skills and programme knowledge to offer cover for other members of the Department's professional services team during periods of absence, e.g. annual leave.
- To identify and resolve day-to-day issues which arise in planning and delivery of projects, e.g. room allocation and office moves.

Liaison and Networking

- To liaise with relevant professional services staff and faculty on a range of issues to support the undergraduate and taught postgraduate programmes and to ensure the smooth running of the administrative office.
- To liaise with departments across the School in relation to implementing a range of activities: e.g. Student Services; LSE Library; LSE LIFE; Design Unit; Registry
- To be the Departmental liaison for teaching related initiatives within the Department and the School and regularly interact with Departmental staff members regarding a range of student related activities



Teamwork and Motivation

- Contributing actively to the professional services team and to the Department
- Organising and taking responsibility for own workload
- Providing assistance at times of heavy workloads, as well as covering for colleague during periods of sickness or annual leave

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the demands 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.