



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: Operations Assistant

Department/Division: Extended Education

Accountable to: Operations Manager

Job Summary

The Extended Education Unit is a highly successful and commercially driven team that delivers LSE's open enrolment short courses, online courses and distance learning degree programmes:

- LSE Online makes our world-leading teaching and research accessible to a global audience of lifelong learners at a moment when the value and demand for online education has never been greater
- The University of London Programme (UoLIP) was the originator of distance learning more than a century ago. In excess of 12,000 students across nearly 40 countries are currently studying LSE designed degrees either through distance learning or recognised teaching centres. The programme is steeped in history, boasting numerous notable alumni including Nobel prize winners and a number of world leaders.
- The LSE Summer School is recognised a global leader and is one of the top three Summer School programmes in the world measured by student enrolments, attracting over 9,000 enrolments annually, the majority studying on the LSE campus over an intensive 9 week period every summer.
- The Unit is also responsible for delivering open enrolment and customised executive education courses.
- The Extended Education programmes represent valuable revenue sources for the School, generating critical funds to invest in teaching and research activity. All our programmes operate in increasingly competitive markets.

The Operations Assistant plays a key role in this work. They will provide administration for the portfolio of Extended Education programmes (e.g. Summer School and Executive Education or LSE Online and the University of London Programmes). As part of an operations team which works across the programme areas, the Operations Assistant will report directly to the Operations Manager.



Duties and Responsibilities

Finance operations

- Provide operational support for financial processes across the unit, including but not limited to, invoice processing, purchasing cards and expenses claims.
- Respond to finance related issues raised by staff across Extended Education, providing immediate support where appropriate and escalating where necessary
- Respond to internal and external information requests, ensuring data protection is considered.

Human resources

- Draft and update contracts for Extended Education academic personnel, including Course Convenors, Class Teachers and other Academic Honoraria posts, liaising with LSE Human Resources, Extended Education Senior Management and relevant senior academics to ensure contracts support the needs of the programmes and meet the internal and statutory requirements/legislation.
- Work with the Operations Manager to ensure all contracts are issued in a timely manner, and that all contract information is stored on the database accurately and kept up to date.
- Act as the first point of contact, responding to straightforward oral and written enquiries from LSE academics and other stakeholders regarding teaching payments and contracts, escalating to the Operations Manager as appropriate.
- Work with LSE Human Resources to request Right to Work checks and ensure Extended Education is compliant with UKVI guidelines when appointing academics.

Liaison and networking

- Proactively seek ways to improve service levels, adjusting processes across Extended Education based on feedback and consideration.
- Liaise with relevant external partner organisations such as the University of London and GetSmarter on finance related issues.
- Maintain a good relationship with key LSE Departments such as HR and IT to ensure sufficient support for the delivery of programmes across the unit, acting as a point of contact for issue resolution.
- Assist on discrete projects as they are identified and arise as part of the unit activity.

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.



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■

**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.