



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: Programmes Manager

Department/Division: Department of Government
Accountable to: Deputy Department Manager

Job Summary

The post holder has responsibility for ensuring the effective management and delivery of the wide range of taught undergraduate and postgraduate programmes ('the Programmes') in the Department of Government. This includes

- i. acting as the senior managerial contact for the Programmes, with responsibility for decision making, problem solving, and process improvement.
- ii. managing a team of four Programme Administrators, including workload allocation and monitoring.
- iii. communicating effectively with a wide range of staff, students, and external organisations,
- iv. building strong working relationships with the Programme Directors, Exam board Chairs and the Deputy Head of Department for Education to support various aspects of their work,
- v. actively contributing towards the annual planning process,
- vi. contribute constructively to the professional services team, the wider department and to School-wide initiatives.

Duties and Responsibilities

Communication

- To ensure that all stakeholders are effectively and efficiently provided with information, advice and guidance on all aspects of the Programmes, LSE rules, regulations and administrative processes in a clear, accessible format.
- To work in collaboration with the Student Support and Advice Manager and PhD and Programme Delivery Manager to develop effective communications for all programmes. Including communications with prospective taught students and offer holders, with the aim of converting offers to acceptances/registrations.
- To provide written and verbal reports for consideration by senior colleagues both in the Department and across the School.
- To lead in the preparation and maintenance of all programme and course materials.
- To ensure the maintenance of comprehensive manuals for all relevant administrative processes.



- To present induction sessions to new students and staff.
- To oversee mechanisms for student feedback and provide analysis and suggestions for improvement based on responses.

Teamwork and Motivation / Team Development

- To lead and manage a team of Programme Administrators. Including leading 1-2-1 and team meetings and Career Development Reviews, managing the allocation of workload, and identifying training and development opportunities for the team.
- To work closely with academic and professional services colleagues to ensure effective service delivery.
- To recruit, induct and train staff as appropriate.
- To actively contribute to the team and the wider department, providing suggestions for improvement and development and participating in activities not necessarily linked to the Programmes.
- To actively seek out personal and professional training and development opportunities
- To participate constructively in team meetings, one-to-one meetings and wider departmental meetings.
- To offer ad hoc support to other team members during busy periods and provide cover during periods of absence

Liaison and Networking

- To work closely with department staff to ensure that courses and programmes remain aligned with student expectations.
- To liaise with a variety of departments and divisions across the School to ensure the effective delivery of the degree programmes and a high quality student experience.
- To ensure the Department is kept informed of School-wide best practice and new developments. This includes liaison with the Academic Registrar's Division, Student Services Centre, Eden Centre and other areas of the School on regulatory matters and 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 build links for the benefit of the programmes and the Department, particularly the PMA forum.

Service Delivery

- To effectively manage all aspects of the administration of the Programmes and ensure that appropriate quality assurance measures are applied.
- To maintain an outstanding level of attention to detail in all aspects of the role.
- To manage provision of co-curricular activities to enhance the student experience
- To lead and deliver 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 use the role's position of oversight to ensure that efficiencies and improvements are shared and implemented across all educational offerings.
- To understand the School and Departmental context and, in response to evolving Departmental needs, be able to proactively identify and progress other activities consistent with the grade of the post.



Planning and Organising Resources

- To take overall responsibility for the efficient and effective management of all key processes of the academic cycle. This includes proactively identifying potential issues; the clear communication of deadlines; accommodating School and Department initiatives, especially those concerning the student experience, providing accurate management information and financial planning and forecasting.
- To oversee and lead the administration of all assessments including examination materials, external examiners, student entries, marking, exam board meetings, student appeals and academic misconduct.
- To work with Department Manager and Deputy Department Manager to facilitate the Annual Programme Monitoring process.
- To take a strategic overview of admissions to the Programmes to ensure that offer targets are met., including liaising with Undergraduate and Graduate Admissions and central selectors, providing advice on admission to relevant stakeholders, analysing offer and acceptance data and producing regular reports to inform the Department's planning processes; working with the Deputy Department Manager to plan for any under or overshoot on the programmes.
- To work closely with the relevant Faculty leads on developing the Department's links with its alumni.
- To plan, prioritise and organise own day-to-day work in accordance with deadlines and agreed objectives and proactively develop and manage administrative systems and processes to ensure the effective delivery of the programmes.

Initiative and Problem Solving

- To make independent operational and strategic decisions on a daily basis; to work with very minimal supervision; and to use initiative and sound judgement to solve day-to-day issues with flexibility and timeliness.
- To use creativity to solve problems where the solution is not immediately apparent.
- To be able to make constructive and authoritative recommendations on issues, which are not necessarily related to the Programmes, to senior colleagues both in the Department and across the School.

Analysis and Research

- To work closely with the Student Support and Advice Manager and Deputy Department Manager to analyse the results of student surveys and develop strategies for addressing areas of concern.

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.