



## Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definite 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 post holder.

**Job title: MSc Programme Manager**

**Department: Sociology**

**Accountable to: Department Manager**

### Job Summary

The primary purpose of the job is to manage designated Sociology Department taught masters programmes, and to manage the forward planning of the annual cycle of tasks and processes which underpin the programmes, answering queries and maintaining student records. The post requires the ability to work independently and with minimum supervision, often to strict deadlines and always to exacting standards. The post holder will provide administrative support to and work with academic members of the Sociology Department and the Department administration team. The post-holder will support the Department Manager in maintaining the information on the departmental website pertaining to MSc programmes in particular.

### Duties and Responsibilities

#### Programme Management

1. To proactively manage the administration of designated Sociology Department taught masters programme, delivering a high level of customer service and developing a first class experience for students, including:
  - a) Managing applications to the relevant MSc programmes and liaison with the Programme Directors and Graduate Admissions Office
  - b) Advising prospective and current students on issues relating to eligibility criteria, funding, course choices and other course-related matters
  - c) Communication with offer-holders prior to registration, including welcome email and reading lists
  - d) Registration and induction of students, including orientation
  - e) Allocation of academic advisers in conjunction with the Department Manager
  - f) Management of course choices, changes and capped seminar requests
  - g) Assisting faculty in core course specifics, including use of Moodle
  - h) Management of assessment process, including preparation of the assessed essay/exam question papers, coordination of mark sheets and recording of marks, communication with markers and external examiners, communication with and forwarding of marks to Exams Office, organisation of and secretary to exam sub-board meeting
  - i) Organisation of and secretary to staff/student committee liaison meetings
  - j) Organisation of careers/social events
  - k) Maintaining and updating records on MSc course development and assessment
  - l) Liaison with School divisions, including Student Services, ARD, Timetables
2. To deal pro-actively, promptly and sympathetically with students and their enquiries.
3. To be the first point of contact for all queries relating to the Department of Sociology and



relevant MSc programmes.

4. Coordination of teaching evaluations/surveys.
5. To facilitate the referral of students' concerns to other administrative and faculty members in the Department or elsewhere in the School, as appropriate.
6. To ensure the Department of Sociology MSc programme web pages, are current and updated, including programme and course content.
7. To maintain contact with alumni and build an alumni network, including the organisation of alumni-student networking events.
8. To manage information in Department and School student records systems (SITS).
9. To coordinate LSE Prospectuses, Course Outlines and Calendars on behalf of the Departmental Manager, and to update information regarding these.
10. To update the MSc Student Handbooks.
11. To develop and execute procedures for examination papers, in liaison with external examiners, exam board chairs and support staff.
12. To produce management information regarding the MSc programmes for the Departmental Manager, Programme Conveners and committees, using the departmental and School management information systems.
13. To develop and maintain links with programme administrators in other departments to share and formulate best practice
14. To provide general administrative support to Sociology staff and students.

#### **Departmental Administration**

1. To service the Sociology Administrative Office shared with colleagues.
2. To write brief articles, and to update and maintain the department website, including updating content, redesigning pages and designing new pages.
3. To train new admin staff and mentor new support staff as necessary.

#### **Communication**

1. To communicate procedural and operational issues succinctly and clearly.
2. To exercise professional discretion in handling confidential information.
3. To give advice and support to applicants and students as required.
4. To respond to enquiries promptly, effectively and tactfully.
5. To liaise with external organisations and individuals for MSc programme events organisation and publicity (e.g. other universities, journalists and publishers) and with potential employers about work opportunities for MSc programme graduates.

#### **Service Delivery**

1. To provide accurate and up-to-date information on all matters relating to the relevant MSc programmes.
2. To respond rapidly and consistently to queries and issues arising in daily operation of the



relevant MSc programmes.

3. To complete routine tasks in a reliable and punctual manner.
4. To monitor effectiveness of service delivery throughout the relevant MSc programmes.
5. To ensure compliance with legislation and the School's policies and procedures.

### **Planning and Organising Resources**

1. To ensure maximum efficiency in the use of available resources.
2. To plan and manage internal and public programme related events.
3. To develop administrative and communicative procedures to optimise the running of the relevant MSc programmes.

### **Initiative and Problem Solving**

1. To display initiative and forward thinking in identifying potential issues and problems to be addressed and developing strategies for their solution.
2. To draw upon informed understanding of School procedures and effectively utilise the available information resources.
3. To learn enough about the School and the work of administrative staff in relevant Departments across the School to be able to assist students on a variety of topics.
4. To discuss issues raised at Staff Student Liaison Committee meetings with the Programme Directors and provide an analysis of options available, giving preferred optimal solutions and following up to implement solutions.
5. To monitor applications and report on their progress to the Programme Directors, and deal with any problems encountered by applicants in liaison with the Graduate Admissions Office.
6. To monitor the marks received by students and alert the Programme Directors to any anomalies or areas for concern in advance of the Exam Sub-Board Meeting.
7. To identify the relevant decision-making authority with regard to matters exceeding realm of competence.

### **Decision Making**

1. To make informed decisions on issues relating to the running of the relevant MSc programmes in accordance with legislation and School policies and procedures.
2. To identify the appropriate extent of consultation with School staff where necessary and proceed with consultation and decision-making process independently.
3. To document and demonstrate due care and attention in decision-making process.

### **General Responsibilities**

1. To liaise with departmental, academic and administrative staff as appropriate.
2. To attend departmental and School committee meetings relevant to the role.
3. To assist with the orientation arrangements for all new students.
4. To undertake any other tasks required by the Departmental Manager.

**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.

**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.