



## 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 and Course Coordinator**

**Department/Division: Psychological and Behavioural Science Accountable to:** Department Manager

### Job Summary:

The Department of Psychological and Behavioural Science at the LSE is looking for a Programmes and Course Coordinator 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).

To provide comprehensive advice and guidance to students, programme directors and course teachers (some of whom are based outside of LSE) on all MSc programmes, including the set-up of a new MSc Programme.

To deputise for Service Delivery Manager as required.

To liaise with other LSE Central administrative divisions and authorities to ensure the smooth-running of both programmes and their compliance with LSE regulators.

### Duties and Responsibilities

#### Communication

To act as a focal point for applicant and student enquiries, providing appropriate and timely advice and guidance on programme, Department and School procedures.

To respond to all applicant and student enquiries in an informative and timely manner, providing high levels of customer service and advice on Department and School procedures.

To initiate and maintain regular contact with offer holders prior to arrival at LSE, distributing information and guidance as appropriate.

To organise and present Welcome Week briefing sessions for students, explaining a range of information including programme entry requirements and regulations clearly and accurately.

To assist in managing the Programme mailboxes, ensuring queries are responded to in a timely, accurate and professional manner.

To design, edit and maintain the programme Moodle pages and provide guidance and advice to staff and



students.

To support the programmes' Staff Student Liaison Committees and other ad-hoc working groups as required.

### **Planning and Organising Resources**

To receive applications from the Graduate Admissions Office and handle all related enquiries including reviewing admissions targets and adjusting where necessary.

To support the admissions process, including receiving, logging information from and tracking applications, liaising closely with Programme Manager and Directors and producing reports from SITS

To organise and attend promotional events, receptions, seminars and conferences for the Programmes and work with colleagues within the Department to develop and promote these activities.

To assist the Department Manager and Programme Manager with the teaching planning.

To maintain the programmes' databases of student information and assessed coursework marks, and coordinate first and second marking of assignments and dissertations.

### **Teamwork and motivation**

To support close links with alumni and increase alumni engagement and investment in the Programmes.

To develop and maintain links with other Departments to share and formulate best practices.

### **Service Delivery**

To respond to all applicant and student enquiries in an informative and timely manner, providing high levels of customer service and advice on Department and School procedures.

To respond to student, staff and visitor requests for information and support with diplomacy and utilising tact and discretion when necessary.

To liaise with Programme Directors, the Graduate Admissions Office and students to monitor and review application information and respond to application enquiries.

To manage the annual updating of programme regulations, course guides and prospectus entries.

To organise the annual Timetabling returns for lectures and classes in conjunction with other Administrators.

To manage capped course and seminar sign up via LSE for You and approve student course choices.  
To monitor application information on SITS.

To co-ordinate the purchase, collation and reproduction of study materials.

To make arrangements for LSE students to take their examinations while overseas in liaison with the Exams Office.

To organise and run orientation sessions for incoming students in MT and LT.



To orchestrate the examination process at Programme level, from the production of examination papers to the final results, in liaison with external examiners and Exam Sub-Board chairs with Programmes Manager. This include two undergraduate course at present.

To assist staff and students with Moodle.

To set deadlines for completion of marking and ensuring papers are checked for plagiarism via Turnitin.

To ensure assessed coursework, grades and examination results are recorded accurately and distributed in an appropriate and timely manner.

To assist the Department Manager and faculty with preparations for Teaching Quality and other School reviews.

To understand and abide by the School's regulations and legislation regarding data protection, copyright licensing, freedom of information and recorded student information, for example Individual Student Support Agreements and mitigating circumstance report forms.

#### **Liaison and Networking**

To liaise with departments across the School to implement and develop a range of activities, e.g. Student Services Centre, Web Services, Conferences, Reprographics, Press Office, and the Design Unit.

Assisting with the organisation and development of promotional events and/or receptions.

To actively contribute to internal and external networks to build links for the benefit of the programmes and the Department.

#### **Initiative and Problem Solving**

To interact with Departmental staff members regarding a range of student related issues.

To proactively approach the role and use own initiative to evaluate and improve working practices and procedures.

To give support and advice to applicants and students as required.

To discuss issues raised at Staff Student Liaison Committee meetings with faculty.

To manage and provide an analysis of options available, giving a preferred optimal solution.

To proactively approach the role and use own initiative to evaluate working practices and procedures both at own and Department level, where appropriate.

To consider, based upon own experience, potential areas of development for student support and methods of implementation.

#### **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.



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**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.