



## 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 post holder.

**Job title:** MSc Administrator

**Ref no.:**

**Department:** Social Policy

**Accountable to:** Teaching Operations Manager (Postgraduate)

### Job Summary:

The post holder is a key member of the team which supports the effective delivery of the Department's postgraduate degree programmes ('the programmes'). The team is responsible for co-ordinating programme administration; and the post holder, amongst other duties, is required to (i) act as a key administrative contact for the programmes; (ii) communicate effectively with a wide range of staff, students and external organisations; (iii) work closely with the programme directors and other academic staff; (iv) actively contribute towards the annual planning process; (v) ensure compliance with School policy and practice guidelines; and (vi) contribute constructively to the professional services team and the wider Department.

### Duties and Responsibilities

#### Communication

- To communicate effectively, including via social media, with stakeholder groups e.g. prospective students, offer holders, current students and alumni; and to ensure effective communication between different groups as appropriate.
- To provide advice and guidance to students and staff on potentially complex rules, regulations and administrative processes.
- To prepare and maintain comprehensive manuals for all relevant administrative process

#### Teamwork and Motivation

- To actively contribute to the team and the wider Department, providing suggestions for improvement and development; and to participate in activities not necessarily linked to the programmes.
- To take a proactive approach towards personal and professional training and development.
- 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 liaise with a variety of key personnel and departments across the School to ensure effective programme delivery and a high quality student experience.
- To represent the Department 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.

#### Service Delivery

- To provide lead support in the development and delivery of a wide-range of core activities e.g. induction, timetabling, student events and assessment.



- To act as a first point of contact for students who might be experiencing difficulty; proactively maintaining an up to date knowledge of the School's support service provision and referring students for advice and support where appropriate.
- To service departmental meetings as appropriate.
- To proactively engage in continuous review and improvement, ensuring that processes remain as effective as possible and that the highest levels of service delivery are maintained at all times.
- To maintain an outstanding level of attention to detail in all aspects of the role.
- To understand the wider School and Departmental context and, in response to evolving Departmental needs, proactively identify and progress other activities consistent with the grade of the post.

#### **Planning and Organising Resources**

- To actively contribute to the annual planning process for the programmes. This includes identifying potential issues; the clear communication of deadlines; accommodating School initiatives (especially those concerning the student experience); and providing accurate management information.
- To prepare and maintain programme materials e.g. student handbooks and on the virtual learning environment.
- To plan, prioritise and organise own day-to-day work in accordance with deadlines and agreed objectives.

#### **Initiative and Problem Solving / Decision Making**

- To make independent operational decisions on a daily basis, working with minimal supervision and using initiative and judgement to solve day-to-day issues with flexibility and timeliness.
- To use creativity to solve problems where the solution is not immediately apparent.

#### **Flexibility**

- To deliver services effectively, a degree of flexibility is required and, during particularly busy times, such as the start of the academic year and periods of student assessment, the postholder may be required to work outside normal office hours.
- To undertake other duties, which are consistent with the nature and grade of the post, in response to Departmental needs.

#### **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.

#### **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.