



## 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:** Executive Programmes Coordinator

**Department/Division:** Institute of Public Affairs

**Accountable to:** Executive Programmes Manager

### Job Summary

The post-holder is responsible for efficiently and effectively coordinating key selected functions of the administration of the IPA's taught executive degree programmes: the Executive Master of Public Administration (open enrolment) and the bespoke Executive Master of Public Policy (UK Civil Service). Both programmes are delivered in a modular format consisting of 8 modules over 19 months.

The Programmes Coordinator role will pay particular attention to planning teaching weeks and logistics, acting as a contact point for routine student queries, providing support to the Programme Manager and Programme Directors, maintaining student and other records and liaison with a wide range of LSE's central service divisions.

Effective, courteous and articulate, the post-holder represents the EMPA and EMPP and plays a key role in maintaining and enhancing the high standards of administration and student support demanded by the EMPA/EMPP's high-calibre students, faculty and professional services colleagues.

### Duties and Responsibilities

#### Competencies:

#### Programme organisation and delivery

- To work with the Programmes Manager to effectively plan and organise of teaching weeks, student registration and orientation.
- To assist the Programmes Manager in working closely with a variety of LSE departments and service divisions to ensure a high quality support structure to the EMPA/EMPP programmes, particularly with:
  - Catering and Estates with regard to events co-ordination;
  - IT/LTI in relation to responsibility for Moodle and the EMPA/ EMPP web pages;
  - Library staff in relation to course packs;
  - Other LSE programmes including executive programmes, to build mutually beneficial relationships that promote best practice.
- To provide academic support for all programme teachers, including maintaining information on courses, reading lists, course outlines, lecture notes, hand-outs etc. and producing



appropriate materials for distribution and use during modules.

- Coordinating EMPP Capstone activities and organisation.
- Assist the Programmes Manager in the planning, organisation and delivery of EMPA one-to-one coaching sessions and other careers related activities.
- To contribute to reviews of the EMPA/ EMPP programmes, gather and record student feedback regarding the programme and teaching.
- To coordinate and collect student data by designing and administering appropriate student surveys.
- To answer student queries and complaints as appropriate, referring issues to the Programmes Manager as required.
- To distribute feedback to students regarding their assessed assignments.

### **Communication and Liaison**

- To work with the Programmes Manager to ensure a high standard of communication and liaison with Faculty, students, and third parties.
- To co-ordinate the production of newsletters.
- To monitor and update web pages for the EMPA and EMPP as required.
- Acting as a first point of contact for admitted applicants (offer holders) and students, providing information by email, telephone and in person where appropriate and referring more complex queries to the Programmes Manager.
- To develop a high level of knowledge of School procedures and regulations in order to effectively and accurately respond to queries raised by students and other programme-related enquirers.
- To network and relationship build with key colleagues across the School.
- Responding appropriately to queries regarding EMPA/ EMPP/ IPA activities, summarising complex program information into an accessible format.
- Primary point of contact between EMPP students and Faculty supervisors for Capstone projects.
- Providing logistical support for the organisation and running of events.
- To produce standard letters for students as required.
- Coordinate the production of newsletters and appropriate web pages.

### **Managing programme and student records:**

- To maintain an up to date electronic filing system, managing the EMPA and EMPP programme and student records to ensure all details are up-to-date, including but not limited to:
  - Applicant enquires and applicant details
  - Admissions decisions
  - Student contact details
  - Deferral requests
  - Interruption requests
  - Grades and late penalties
  - Programme Regulations and Degree Classification Schemes
  - Exam Sub-board materials
  - Graduation details
  - Alumni contact details
- Managing and improving the processes for the maintenance and use of programme and student records ensuring appropriate back-up copies and archiving of materials.



- Ensuring student records and tracking spreadsheets provide appropriate prompts to action regarding assessment (including re-sits), extensions, deferrals, interruptions and so on.
- Liaising with relevant LSE departments including Registry, SSC, Fees Office, IMT, and TQARO to ensure the Institute is keeping appropriate records in approved formats and that information regarding the EMPA and EMPP on the LSE website and in School publications is correct.
- To use tact and discretion in dealing with sensitive and/or confidential student matters such as student disability and students' personal circumstances in processing information and student records.

#### **Virtual Learning Environment (Moodle)**

- To work creatively to facilitate the production of teaching and learning resources on Moodle.
- To coordinate the regular updating of programme course guides and teaching material on Moodle.
- To ensure that the programmes' resources on Moodle are clear, concise and available to students at all times (including, during assessment periods, at weekends and evenings) and to be responsible for the timely availability of student support materials.
- To manage student coursework submission using Moodle, responding to student queries about the operation of the system as needed.

#### **Teamwork**

- Active participate in weekly EMPA/EMPP team meetings, and provide administrative support to these staff meetings including preparation of agendas, writing minutes and following up on action points.
- To work as a collegial and effective member of the IPA administrative team;
- To work as part of a professional executive programme team in ways that meet the expectations of executive education students focussed on their meeting their needs and expectations.
- To be proactive in suggesting solutions to administrative and logistical problems.
- To employ good judgement in resolving queries, complaints and sensitive issues, referring to the Programmes Manager for action as appropriate.
- To be reflective on own work and set own objectives for further development.

#### **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



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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.