



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 Coordinator

Department: Department of Media and Communications

Accountable to: Head of Programme Delivery

Job Summary

The post-holder will report to the Head of Programmes Delivery and be responsible for a range of office administration duties including acting as a point of contact with Undergraduate and Global degree programme students and staff (including colleagues at partner institutions) and liaising with a range of departments and divisions across LSE. This will involve the post-holder using a range of administration skills to support the administrative work of the Department. The post-holder will also lead on all administrative aspects of the Department's Master's alumni activities.

Please note 'Global' refers to the Department's 24-month double degree programme MSc Global Media and Communications. This programme is taught for the first 12 months at LSE and then second 12 months at a partner institution (the University of Southern California, Fudan University and the University of Cape Town).

Planning and Organising

- Leading on Dual Degree staff engagement, liaising with Programme Directors for programmes, both at LSE and partner institutions, keeping them updated of all issues.
- Acting as central point of contact for UG and Dual degree students, fielding enquiries (face to face, virtual and email) and escalating any issues as needed.
- Leading on UG and Dual Degree student engagement related to events and activities including virtual meetings with partner institutions, meeting with Programme Directors (LSE faculty) and social events.
- Proactively developing processes and organisation related to UG courses and Dual Degree programmes
- Leading on all administrative assistance to Dual Degree Programme Directors as needed.
- Acting as central point of contact for all alumni enquiries
- Leading on administrative support for all alumni activities and events



Communication

- Acting as a central point of contact for current and prospective UG students, dealing with enquiries in a professional and timely manner, providing advice and guidance as necessary.
- Relaying procedural and operational issues to UG and Dual Degree staff and students, exercising judgement as to the format, content, and level of detail necessary
- Developing and maintaining communication channels with Alumni and relevant student groups using social media, Moodle, email, Mailchimp and the Student Hub, and any other applicable medium.

Teamwork and motivation

- Leading on the organisation of the Dual Degree, Alumni and UG administration, keeping other team members abreast of this work and involving them where appropriate.
- Working cooperatively and collaboratively with colleagues to support the team effectively as required, working between cross functional teams.
- Co-ordinating and direct the work of support staff when necessary.
- Fostering a collegial atmosphere between Departmental colleagues.
- Covering responsibilities in the absence of other colleagues if/when required.
- Contributing positively to the Professional Services team and to the department, actively contributing at team meetings.
- Working closely with the Deputy Department Manager to organise processes and procedures linked to programme delivery and develop best practice using innovative solutions to issues.
- Organising and taking responsibility for own workload and self-development

Service Delivery

- Acting as central point of contact for all students and staff related to the Dual Double Degree Programmes (Global Media and Communications USC/Fudan/UCT) proactively managing all enquires and escalating to Deputy Department Manager where needed.
- Being responsible for the full delivery of the Dual Degree, Alumni and UG service, setting a high standard of service for all.
- Proactively seeking feedback from stakeholders, monitoring progress and making appropriate adjustments.
- Identifying gaps or problems in service, undertaking research to gain full understanding of these and identify relevant trends, and initiate and implement appropriate solutions.
- Contributing suggestions and solutions in team and departmental meetings targeted at improving service provision.



- Managing and prioritise own workload effectively, liaising with colleagues and highlighting any issues to ensure work is delivered to agreed deadlines and standards.
- Minute taking, organisation and proactive contribution to committee meetings
- Proactively managing and respond to maintenance issues, liaising with Estates and IT Services.
- Assisting with the organisation of Departmental events where appropriate.
- Covering responsibilities in the absence of other colleagues if/when required.

Initiative and Problem Solving

- Managing own workload with minimal supervision, and taking responsibility for advising academic staff and colleagues of upcoming deadlines to ensure timely completion of tasks
- Making independent decisions pertaining to the Dual Degree, Alumni and UG administration, whilst working collaboratively with Programme Directors and other members of the PS team, with the aim of achieving high standards of service for all functions.
- Ensuring the accuracy of all administration pertaining to the organisation of UG, Dual Degree and alumni services.
- Driving collaboration and use initiative to improve the efficiency of Departmental processes regarding UG, Dual Degree and Alumni administration
- Exercising initiative in the development of the UG programme in relation to its agreed objectives.
- Responding proactively to feedback from students addressing concerns or escalating where appropriate to the Deputy Department Manager.

Liaison and Networking

- Developing and maintain strong relationships with staff from all partner institutions, including Programme Directors and administrative staff.
- Liaising with internal and external stakeholders to organise and publicise undergraduate events.
- Liaising with divisions across the School to ensure smooth and effective operation of undergraduate processes in the departments.
- Establishing strong links with relevant contacts in central administration to develop and share best practice and to keep up to date on School procedure and policy changes
- Representing the department at student and department events as required.

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.