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: Graduate Administrator

Department/Division: Geography and Environment   Accountable to: Sam Colegate

Job Summary: To manage the graduate office effectively and provide administrative support to three of the Department's Environmental Masters programmes. To work with the rest of the Professional Services Team within the Department as well as central School services to provide impeccable standards of service delivery to staff and students.

Duties and Responsibilities

Planning and Organising Resources

- Collating and logging assessed coursework submissions and distributing to markers as per the Department Marking Loads
- Arrange, attend and take minutes of the Environmental Cluster meetings and Examination Sub-Boards
- Manage production of Examination Papers and Course Overall Breakdown Sheets.
- Facilitate assessed coursework feedback in liaison with the course managers
- Plagiarism checks of assessed coursework via Turnitin
- Oversee and manage the student course choice and seminar allocation systems.
- Updating and monitoring Moodle course pages and reading lists
- Maintain and develop the various office systems required to keep accurate records and efficiently manage the MSc programmes

Teamwork and motivation

- Fostering a collegial atmosphere between departmental colleagues.
- Supporting the professional services team in all administrative staff meetings and developing strategies for the continuing development and enhancement of School and Departmental administrative systems
- Supporting and assisting the Department's Administrators during particularly busy periods
- Forming links with central administrative staff to help ensure the Department conforms to what is required of it expeditiously

Decision Making; Initiative and Problem Solving

- Ensure the accuracy of mark breakdown spreadsheets, assessed work cover sheets and exam comments sheets
- Checking the annual update of programme guides, course guides and regulations
- Monitoring the PG programmes hospitality budget and advising the Departmental Manager of any expenditure
- Work with the Department's events and communications team to plan and arrange hospitality, making arrangements/bookings if required
- Promotion and forward planning of student liaison in the department, via social events and opening up lines of communication for students to support some of the Department's events.
- Proactively contribute suggestions and solutions in team meetings where appropriate with respect to, for example, examination process management, or student experience improvement.
- Drive collaboration and use initiative to further the efficiency and effectiveness of Departmental processes including evaluation and improvement of existing procedures.

Service Delivery
- Providing impeccable administrative support to three MSc Programmes.
- Acting as first port of call for queries on administrative matters from staff, current students and prospective students
- Providing administrative support to a number (usually around 10) academic staff.
- Work closely with programme directors to facilitate co-curricular activities or ad hoc guest speakers/lectures
- Work with programme directors to oversee the centralised selection of applicants as well as monitor projected intakes.
- Research and analysis of statistical material to produce reports e.g.: admissions trends, exam results, survey results and teaching data
- Assist students to facilitate student led initiatives such as the Environment Experience Exchange or end of term events to enhance the student experience.

Liaison and Networking
- Continual liaison with the Programme administrators to ensure best practice and smooth operations of the MSc programmes procedures
- Frequent contact with the graduate admissions, timetabling, student services centre, financial support and examinations offices.
- Liaison with other administrators around the school and service providers to establish best practice and continual improvement.

Communication

- Sending regular information via a variety of channels, e.g.: email, mailchimp, Moodle (VLE) to students (administrative matters, department notices, relevant seminars and public lectures, internship or employment opportunities etc.)
- Understand and be able to explain procedures and regulations for exam taking, essay submission, course regulation and other aspects of Departmental and school protocol
- Circulate information between the various groups and individuals, internal and external, making up the student body.
- Creation and Maintenance of an extensive distribution list, which can be used by all members of the Department to contact the students.
- Liaise with student representatives to monitor or record the outcomes of initiatives or events focussed on delivering student satisfaction.

Flexibility
To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the demands 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.