



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: Study Abroad Coordinator (Admissions)

Department/Division: Student Recruitment and Study Abroad, Recruitment and Admissions / Academic Registrar's Division

Accountable to: Study Abroad Officer (Inbound)

Overview

LSE is one of the world's leading institutions for the study of the social sciences. With 18 Nobel Prize winners, 37 past or present heads of state and ranking among the top 50 universities in the world (QS 2024), LSE is a truly international university at the forefront of global policy debate.

The LSE2030 strategy commits LSE to Educate for Global Impact. This means developing lifelong, research-rich learning opportunities for students from all backgrounds. By creating a sense of belonging, LSE is equipping its students with the skills, knowledge and confidence to be critical investigators, confident entrepreneurs and culturally aware agents of change.

The Academic Registrar's Division's (ARD) plays a vital role in supporting the School strategy. ARD's purpose is to provide high quality support, guidance and administrative services to prospective students, applicants, current students, staff and other stakeholders. Through the campaigns and activities delivered by the Recruitment and Admissions team we aim to inspire, support and attract a diverse range of students, providing them with an outstanding applicant experience that is fair, transparent and efficient.

The Recruitment and Admissions team takes lead responsibility for achieving the School's student recruitment targets. It comprises 5 teams:

- Admissions
- Financial Support Office
- Student Marketing
- Student Recruitment & Study Abroad
- Widening Participation

These teams work together to attract the number and quality of students the School needs, and to ensure that applicants are provided with an excellent experience on their journey to LSE. This work makes a vital contribution to the School's ambition of being the world's leading social science institution with the greatest global impact.

The Student Recruitment and Study Abroad team has primary responsibility for:

- **Student Recruitment** – Delivery of activities that will achieve applications targets for Home and International recruitment in line with the School's strategic objectives.
- **Study Abroad and Exchanges** – Management of the School's year-long study abroad programme (The General Course) and the GO LSE student exchange programme.

Within the Student Recruitment and Study Abroad team, the Study Abroad Coordinator (Admissions)



plays a pivotal role in delivering peerless service to both applicants to the School's study abroad programmes and its partner institutions.

Primary responsibilities

1. To administer all aspects of the admissions processes for the General Course and Global Opportunities (GO) LSE programmes and to make admissions decisions on applications that meet agreed criteria.
2. To proactively produce management information that helps increase promotion of and recruitment to the General Course and GO LSE programmes and that assists in enhancing the student experience.
3. To issue material intrinsic to the General Course and GO LSE admissions process, including General Course tuition fee invoices; Confirmation of Acceptance for Study (CAS) numbers, and promotional material.
4. To act as the contact point for General Course and inbound GO LSE admissions queries from overseas institutions, the Dean of the General Course and Global Mobility, academic departments and professional services staff within LSE.
5. To ensure that General Course and inbound GO LSE applicants and offer holders receive timely and informative correspondence on administrative matters relating to their applications and their queries.
6. To fully leverage the School's digital platforms, maximising the use of the CRM (Salesforce) in the planning, delivery and evaluation of activities.
7. To maintain and develop relevant pages of the LSE website, including those for General Course and inbound GO LSE applicants.
8. To participate in general student recruitment activities and events, representing the School on and off campus in the UK.
9. To build effective relationships with key colleagues and teams across Recruitment and Admissions and the wider Division.
10. To ensure that budgets are utilised effectively and transparently.

Duties/Responsibilities or HERA Competencies *(Please note, you can either complete the Job Description using the HERA Competencies or not)*

Knowledge and Experience

- To be knowledgeable about the field of study abroad and the study abroad market.
- To be knowledgeable about issues affecting the global higher education sector.
- To be knowledgeable about the UK education system and application processes.
- To have experience of managing and organising a workload to achieve successful results.

Decision making

- To be responsible for making admissions decisions on General Course and inbound GO LSE applications when those applications fulfil agreed criteria.
- To determine when an application needs to be referred to the Deputy Head of Student Recruitment (International and Study Abroad).

Service Delivery

- To deliver the General Course and GO LSE admissions process efficiently and effectively.
- To deliver services to a high standard, providing information accurately and promptly to internal and external customers.
- To proactively contribute to meeting the annual General Course enrolment target.
- To work with colleagues in Student Marketing, Admissions and Student Services, ensure that all work is undertaken in accordance with GDPR, UKVI and CMA compliance guidelines.



Initiative and Problem Solving

- To identify and resolve day-to-day issues that arise in the General Course and GO LSE admissions process.
- To identify and produce management information from internal and external data sources that will aid understanding of LSE's position in the study abroad market and assist in achieving team and institutional objectives.
- To identify best practices in the field of study abroad and student recruitment and to employ these to improve the student experience and the School's delivery.
- To proactively engage with initiatives across Recruitment and Admissions and ARD, providing ideas that add value to the wider team.

Communication

- To ensure General Course and inbound GO LSE applicants receive timely, accurate and informative correspondence on the status of their applications.
- To ensure that the content of relevant aspects of the LSE website (specifically those pages relating to General Course and inbound GO LSE applicants) are attractive, up-to-date and accurate.
- To report (orally and in writing) to the Deputy Head of Student Recruitment (International and Study Abroad) on the General Course application process, and the Study Abroad Officer (Inbound) on all administrative work.
- To provide (by phone, written correspondence and in person) enquirers with expert advice on both study abroad and degree-level study at LSE.
- To deliver presentations about higher education, the School and its admissions procedures to a range of audiences at on-campus events, at school and college visits and at fairs and exhibitions in the UK.

Planning and Organising Resources

- To plan, prioritise and organise activities to ensure General Course and inbound GO LSE applications are processed efficiently and decisions issued in a timely fashion.
- To be responsible for planning, prioritising and organising activities to ensure that General Course tuition fee invoices; CAS numbers and mailings are issued in a timely fashion.
- To plan, prioritise and organise personal and team tasks, meeting both internal and external deadlines.
- Any other duties that support the objectives of the division and the School as requested by the Study Abroad Officer (Inbound) or the Deputy Head of Student Recruitment (International and Study Abroad).

Liaison and Networking

- To liaise with overseas institutions sending students on the General Course and GO LSE programmes, acting as a contact point at the School and maintaining positive relations with them.
- To liaise with academic departments and support services within LSE regarding study abroad admissions.
- To liaise with the Dean for the General Course and Global Mobility regarding study abroad admissions.

Teamwork and Motivation

- To work with colleagues to help achieve team and institutional objectives.
- To work as part of the Student Recruitment and Study Abroad team on joint projects, such as Open Days and Offer Holders' Days.

**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. The postholder will be required to work out of hours and during weekends on occasion. The role will also involve some travel within the UK.

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. This includes implementing practices that will minimise the carbon footprint of the team's student recruitment activities.