



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: Postgraduate Programmes Administrator (PhD and MSc)

Department/Division: Health Policy

Accountable to: Postgraduate Programmes Manager (PhD and MSc)

Job Summary

The main purpose of the role is to support the effective delivery of the department's one PhD and five MSc Programmes.

The postholder will be responsible for key aspects of the administration of the MSc and PhD Programmes: (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 Postgraduate Programmes Manager, Postgraduate Programmes Administrator, and Programme Directors; (iv) and ensure compliance with School policy and practice guidelines

The postholder will deliver an outstanding level of customer service from admissions to graduation and beyond. They will maintain accurate student records and assist with the running of a programme of events: from internal research seminars and activities enhancing the student experience, to high-profile public lectures and educational trips. Additionally, the post-holder will play a key role in maintaining accuracy of the programmes webpages, Moodle environment and other study resources as required.

Duties and Responsibilities

Programme and Course Administration

ADMISSIONS and REGISTRATION:

- Administer the admissions process, including providing summary and referring applications to reviewers, tracking applications and offers
- Organise the PhD candidate interviews
- Maintain contact with offer holders prior to their joining the LSE and refer to faculty as needed
- Ensure accurate admissions information is maintained on the programmes webpages, including Handbooks and other relevant materials
- Assist the Postgraduate Programmes Manager with arrangements for Welcome, Registration, Orientation activities; and integration of new and returning students into the Department

PROGRAMME AND COURSE ADMINISTRATION:

- Administer students' optional course choice and allocate students to seminar groups in collaboration with course organisers
- Liaise with the Course Choice team to ensure accurate student records on SITS, keeping own records of students' course choices and ensuring students take correct number of units
- Maintain course pages on Moodle ensuring all teaching materials and assessment information is uploaded in timely manner. Maintain consistency on Moodle across courses and programmes



- Liaise with academic staff about their teaching requirements and with LSE technical staff to arrange for lecture recordings and the provision of any non-standard equipment as required
- Take a lead role in the design, creation and up-loading of all on-line course materials, optimising the available technology

ASSESSMENTS

- Assist with all coursework assessment arrangements, including administration of submission portals on Moodle, distributing coursework to markers and external examiners, collating and distributing marks and feedback to students.
- Provide advice to students wishing to defer assessments or interrupt studies, ensuring that LSE regulations are adhered to, escalating where necessary to the Postgraduate Programmes Manager
- Process routine requests for extension in line with School and Departmental Policies, and escalate as appropriate for complex cases
- Assist the Postgraduate Programmes Manager with examination board meetings by acting as Secretary to the Sub-Board of Examiners, liaising with External Examiners and taking minutes

EVENTS:

- Assist the Postgraduate Programmes Manager with social events, career sessions and ad-hoc seminars and guest lectures
- Coordinate the administration of the annual Departmental visit to Cumberland Lodge, including publicity, accommodation, transport and student payments.
- Arrange time for regular programme staff meetings to review teaching sessions and consider student feedback. Contribute to discussions on all recommendations from students, by programme staff, and ensure that decisions that are deemed appropriate are implemented and in line with LSE policies
- Arrange regular Staff-Student Liaison Meetings, acting as Secretary and taking minutes
- Support opportunities for student feedback on their experience of the programme, through open discussion and School surveys

OTHER:

- To coordinate the ESRC Doctoral Training Support Grant and applications for financial support.
- To deputise for the Postgraduate Programmes Manager in periods of absence.
- To cover for colleagues in periods of absence as required

Communication

- To communicate effectively with all stakeholders e.g. prospective students, offer holders, current students and alumni; internal and external parties. To provide advice and guidance to students and colleagues on potentially complex LSE rules, regulations and administrative processes.
- To prepare and maintain comprehensive manuals for all relevant administrative processes.

Teamwork and Motivation

- To proactively contribute to the team and the wider Department, providing suggestions for improvement and development; and to participate in activities not necessarily linked to programme administration matters.
- To actively seek out personal and professional training and development opportunities, in liaison with their line manager.
- 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 build mutually-beneficial relationships with academic colleagues and external parties
- To represent the Department and School at internal and external events.
- To liaise with a variety of key personnel and departments across the School to ensure the



effective delivery of the Programmes and a high quality student experience

- To actively contribute to internal and external networks and to build links for the benefit of the programmes and the Department.

Service Delivery

- To maintain an outstanding level of attention to detail in all aspects of the role.
- To undertake a process of continuous improvement to ensure that processes remain as effective as possible and that the highest levels of service delivery are maintained at all times.
- To understand the School and Departmental context and, in response to evolving Departmental needs, be able to proactively identify and progress other activities consistent with the grade of the post.
- To act as Secretary for the Programmes' student representative meetings, ensuring that matters are resolved at programme level or referred onwards, for example to the Staff-Student Liaison Committee, as appropriate.
- To coordinate the annual progress report process.
- 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.

Planning and Organising Resources

- To coordinate the Departmental Seminar Series and other ad-hoc Departmental events such as staff and student parties.
- To coordinate the annual room booking process for Departmental meetings
- 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 and course materials in timely manner - this includes student handbooks and materials on the School's virtual learning environment and reading list systems.
- To plan, prioritise and organise own day-to-day work in accordance with deadlines and agreed objectives.

Initiative and Problem Solving / Decision Making

- To proactively identify areas for potential development; and to remain abreast of developments across the School and the sector.
- To make independent operational decisions on a daily basis in a variety of areas; and to work with minimal supervision and use 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 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.