



## 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 Programmes Coordinator

**Department/Division:** Media and Communications

**Accountable to:** Department Manager

### Job Summary

The postholder will have administrative responsibility for all matters relating to assessment and regulation for taught graduate programmes in the Department, which includes all assessment and course/programme regulations, and will act as primary point of contact for students and colleagues in the Department.

### Duties and Responsibilities

#### Service Delivery

- To provide effective administrative support to the Chair of the Sub-Board of Examiners, markers and moderators, external examiners, students and colleagues in the Department.
- To take lead administrative responsibility for assessment processes for Departmental taught graduate programmes, including:
  - planning internal deadlines to ensure Student Services deadlines are met;
  - communicating assessment deadlines, policies and procedures to staff and students;
  - collating and logging assessed coursework submissions and distributing to markers;
  - facilitating all marks processing and feedback delivery within Academic Code timelines;
  - facilitating the checking of assessed work for plagiarism via Turnitin;
  - developing and improving assessment processes and feeding into procedure reviews;
  - co-ordination and direction of additional support staff in busy periods.
- To act as Secretary to Departmental committees, including the MSc Sub-Board of Examiners.
- To proactively deal with student enquiries, including deferral and extension requests, and to provide confidential support and advice to students in a sensitive and timely manner.
- To provide pastoral care, guidance and signposting to relevant support services where required.
- To work collaboratively with the MSc Programmes Delivery team to ensure a cohesive

#### Planning and Organisation

- To plan and oversee taught graduate assessment processes in the Department.
- To plan and oversee Departmental submissions to the Graduate Studies Sub-Committee, including new programme/course proposals, and programme/course modifications.
- To manage own workload with minimal supervision and to take responsibility for advising staff of upcoming deadlines and ensuring that deadlines are met.
- To ensure that clear and succinct guidance is issued to academic staff and students on quality assurance activities, including assessment and regulations.
- To use School student records systems, including SITS, to extract and report data.



- To manage the administration of plagiarism processes within the Department.
- To manage the taught graduate prizes process.

#### **Communication, Liaison and Networking**

- To provide accurate and timely advice to staff and students with regards to quality assurance, assessment, and course/programme regulations, and to act as the main point of contact for all matters relating to assessment, marking and moderation.
- To prepare accurate, effective and timely information for students and staff concerning assessment criteria and classification schemes.
- To pro-actively share information with students relating to assessment and regulations by maintaining and updating relevant sections of the MSc Handbook and relevant Moodle and taught graduate programme webpages.
- To liaise with relevant colleagues in the professional services team to ensure effective communications around examination and assessment processes.
- To be the main point of contact in the Department for external examiners and central School services including TQARO and Student Services.
- To have a thorough understanding of School assessment regulations and procedures, including those relating to assessment misconduct, and when to refer questions on.
- To seek out, and share, best practice with respect to quality assurance for taught graduate programmes and courses.
- To be the first point of contact for queries on quality assurance, regulation and assessment, using initiative and decision-making skills to devise appropriate responses.

#### **Teamwork and Motivation**

- To coordinate and direct the work of support staff during busy periods.
- To foster a collegial atmosphere between Departmental colleagues.
- To contribute actively and positively to the effectiveness of the Professional Services Team and to the Department's objectives.
- To cover responsibilities in the absence of other colleagues if/when required.

#### **Decision Making, Initiative and Problem Solving**

- To ensure the accuracy of marksheets, coversheets, feedback forms, and all paperwork relating to the Department's Sub-Board of Examiners.
- To ensure accuracy of the annual update of programme guides, course guides and all Departmental paperwork relating to the Graduate Studies Sub-Committee.
- To proactively contribute suggestions and solutions in team meetings where appropriate with respect to, for example, examination process management, or student experience improvement.
- To drive collaboration and use initiative to further the efficiency and effectiveness of Departmental processes including evaluation and improvement of existing procedures.
- To use tact, discretion and sensitivity when dealing with students who are experiencing anxiety over in relation to assessment and regulation issues.

#### **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.