



## 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:** Undergraduate Module Administrator

**Department/Division:** Data Science Institute

**Accountable to:** Institute Director

### Job Summary

The primary function of this role is to provide the administration for the Institute's new undergraduate modules, which will launch in September 2021. The postholder will be responsible for teaching administration, assessment administration, quality assurance and to contribute to continuous improvement of the Institute's processes and services in these areas. The postholder will work with the Institute's small professional services team and central School services to provide a supportive learning environment for all students taking the new undergraduate modules.

### Duties and Responsibilities

#### Communication

- Acting as lead point of contact for queries on administrative undergraduate matters from staff, current students and prospective students.
- Dealing with enquiries in a professional and timely manner, providing advice and guidance as necessary.
- Ensuring effective communication between the Institute and students and the School's central services by acting as the main contact for teaching related issues. Being proactive in providing information to students via email, Moodle and in person.
- Taking responsibility for course documentation including online course guides and calendar entries, ensuring accuracy.
- Designing, editing and maintaining Moodle pages and providing guidance and advice to staff and students.
- Taking responsibility for ensuring all teaching related information on the website is accurate and is updated in a timely manner.
- Sending regular information mailouts to students in collaboration with the Communications and Events Officer (administrative matters, Institute notices, relevant seminars and public lectures, internship or employment opportunities etc.).
- Circulate information between the various groups and individuals, internal and external, making up the undergraduate body.
- Creation and maintenance of an extensive distribution list, which can be used by all members of the Institute to contact the students.
- Exercising discretion when dealing with sensitive and confidential matters, recognising where problems should be referred elsewhere.



### **Teamwork and Motivation**

- Supporting the Institute Coordinator in all administrative staff meetings and developing strategies for the continuing development and enhancement of School and Institute administrative systems.
- Establishing links with central administrative staff to help ensure the Institute conforms to what is required of it.
- To actively seek out personal and professional training and development opportunities, in liaison with their line manager.
- Undertaking any other tasks required by the Institute Director and Institute Coordinator.

### **Service Delivery**

- Being responsible for all aspects of the day-to-day administration of three new undergraduate modules.
- Responding to teaching and assessment related queries from staff and students, providing an efficient, helpful, accurate and effective information service for both.
- Primary responsibility for processing and sharing of all teaching and assessment materials both internal and with LSE more widely.
- To provide the lead administrative support for all assessments, such as submission and marking processes, liaising with external examiners, collating and submitting student marks, liaising with Exams and Results, servicing teaching committee and exam sub-board meetings, liaising with SSC regarding any assessment queries that arise.
- Working closely with other members of the Institute team to make sure the module administration is delivered to the highest standard possible.
- Producing reports on exam results, survey results and other teaching-related data.
- To understand and abide by the School's regulations and legislation regarding data protection, copyright licensing, freedom of information and recorded student information.
- To help implement individual assessment arrangements (My Adjustments) liaising closely with teaching staff and the School's Disability and Wellbeing Service.
- Providing pastoral care, guidance and signposting to relevant support services where required.

### **Initiative and Problem Solving**

- Managing own workload with minimal supervision, and taking responsibility for advising academic staff and colleagues of upcoming deadlines, in order to ensure timely completion of tasks.
- To proactively seek and respond to feedback from students, raising concerns or escalating where appropriate to the Institute Director. To present student feedback at the Teaching Team meeting where appropriate.
- Taking responsibility for the ongoing review of marking and assessment processes and advising faculty and staff to ensure optimal accuracy, timeliness, effectiveness of delivery and ensure optimal student experience of assessment processes.
- Proactively reviewing and appropriately incorporating LSE initiatives into Institute teaching and marking practices to ensure standards and School deadlines and processes are met.
- Proactively contribute suggestions and solutions in team meetings where appropriate with respect to, for example, summative work process management or the student experience.
- Drive collaboration and use initiative to further the efficiency and effectiveness of Institute processes and procedures.

### **Liaison and Networking**

- Continual liaison with the Institute Director and teaching staff to ensure best practice and smooth



operations of the undergraduate modules to ensure positive student experience.

- Establishing effective networks and liaising with relevant administrative staff and faculty both inside and outside the Institute to support the smooth running of the modules, including frequent contact with Undergraduate Admissions, Timetabling, Examinations, TQARO and Student Services.
- To work closely with the Communications and Events Officer to ensure that information on the webpages and social media channels remains up-to-date, as well producing marketing materials.
- Representing the Institute at student facing events as required.
- Developing and maintaining links with colleagues across the School to share and formulate best practice.
- Actively participating in School forums such as Programme Managers and Administrators (PMA) Forum to develop contacts.

### **Planning and Organising Resources**

- To take the lead in planning and organising the logistics of all modules, ensuring that they are carried out within a specified budget.
- Taking responsibility for setting Institute deadlines or timetables and delivery, coordinating, updating and monitoring LSE publications and communications (Moodle, all course handbooks, reading lists, relevant section of website etc), ensuring accuracy.
- Updating, maintaining and circulating of course selection information to incoming students, taking overall responsibility for overseeing course selection and seminar sign-up processes, serving as first point of contact for any course selection queries.
- Operating and maintaining effective information systems (SITS/LSE for You) on student records.
- Organising and taking responsibility for the arrangements for submission of assessed coursework via Moodle, marking administration and the release of feedback and grades to students.
- Coordinating with LSE external examiners, selecting and providing samples of work to ratify and work within the LSE turnaround for marks submitted, including keeping markers to an agreed timeline, ensuring standards are met and maintained.
- Organising the recruitment and coordination of teaching assistants.
- Acting as Institute organisational lead on events run by LSE service departments such as LSE Life and LSE Careers.
- Establishing and developing the various office systems required to keep accurate records and efficiently manage the undergraduate modules.
- Ensuring the annual TQARO student survey process works smoothly coordinating with the TQARO office and academic staff.

### **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.



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**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.