



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 Manager

Department/Division: Health Policy

Accountable to: Department Manager

Job Summary

The main purpose of the role is to ensure the effective management and delivery of the Departments' Postgraduate Programmes - PhD and MSc programmes.

The postholder will be responsible for key aspects of the management of the programmes: (i) have overall responsibility for the smooth running of the programmes and commitment to continuous improvement in all aspects of the work, (ii) communicate effectively with a wide range of staff, students and external organisations; (iii) work closely with the Programme Directors and actively contribute towards the annual review and planning processes; (iv) line manage the Postgraduate Programmes Administrators; and (v) contribute to the goals of the professional services team and these of the wider department.

Duties and Responsibilities

Programme and Course Administration

ADMISSIONS and REGISTRATION:

- Overall responsibility for the smooth running of the admissions process across the programmes, including liaison with the Graduate Admissions Office, the PhD Academy and the Postgraduate Programmes Administrators to ensure the review of applications is timely and efficient
- Track applications and offers and provide regular updates to the Head of Department and Department Manager, and Programme Directors as necessary.
- Oversee the process of arranging the PhD candidate interviews and ensure outcomes are recorded and communicated accordingly
- Work closely with the Communications and Marketing Manager on communication plans for offer holders prior to their joining the LSE, ensuring the information they receive is accurate and timely. Attend to complex applicant follow up enquiries
- Undertake regular review and ensure accurate admissions information is maintained on the programmes webpages, the Prospectus, in Handbooks and other relevant materials
- Lead on the planning process for Welcome, Registration, Orientation activities; and integration of new and returning students into the Department.

PROGRAMME AND COURSE ADMINISTRATION:

- Review the setup of course choice systems and ensure they are accurate as per approved programme regulations and timetabling requests, before students start their course choices. Liaise with the Deputy Department Manager to ensure any issues are resolved in timely manner, take corrective action as necessary
- Oversee the administration of students' optional course choice and their allocation to seminar



groups, ensuring every student is allocated in timely manner and resolving any systematic clashes as they may arise. Liaise with the Deputy Department Manager to provide feedback on additional provision where necessary.

- Audit student records and ensure students have taken the correct number of units for their degree
- Ensure Moodle pages are consistent with the Departmental agreed provision of minimum information across courses and programmes and suggest adjustments if necessary
- Act as the first point of contact for the receipt of student My Adjustments Plans issued by the Disability and Wellbeing Service office, and ensure the instructions within are strictly adhered to
- Lead on the processing of cases of academic misconduct, including but not limited to plagiarism, in line with the School's processes and guidelines in this area
- Seek ongoing feedback on all aspects of the course and programme administration and lead on the review and continuous improvement of processes in line with developments at School level and their implementation within the Department.
- Follow up on decisions of the Departmental Teaching Committee with regards to changes to programme regulations or courses to ensure these are embedded in the annual planning process for the following year
- Lead on the day-to-day relationship management with Departments and external institutions with whom the Department runs joint programmes
- Lead on the liaison with TQARO with regards to the setting up of the student surveys
- Take a lead role in the implementation of new processes and systems for course choice and programme administration as introduced from time to time by the School.

ASSESSMENTS

- Lead on the appointment of external examiners by tracking their terms of service, initiating new appointments as necessary, liaising with the suggested nominees and the School in order to ensure external examiners are in place and on time, for all programmes
- Lead on the planning for and scheduling of the administration for all course assessments to ensure the Department meets the standards required by the Academic Code
- Ensure students wishing to defer assessments or interrupt studies receive accurate and appropriate information from the Department at all times, ensuring that LSE regulations are adhered to
- Review complex cases of requests for extension in line with School and Departmental Policies, and escalate as appropriate where necessary
- Lead on the planning for the examination board meetings by liaising with External Examiners, Student Services Centre, Sub-board Chair and other stakeholders as might be necessary.

EVENTS:

- Lead on the planning and implementation of comprehensive programme of events across programmes and the wider Department including social events, career sessions and ad-hoc seminars and guest lectures
- Lead on the management and organisation of the residential visit to Cumberland Lodge, including securing the venue, planning of the programme of events with the lead academic staff, setting up the financial arrangements with the students, health and safety briefing, seeking feedback to inform future trips.
- Attend regular programme staff meetings to review teaching sessions and consider student feedback. Actively contribute to discussions on all recommendations from students or staff, and ensure that decisions made are implemented
- Ensure the Department holds regular Staff-Student Liaison Meetings as per the Academic Code, and takes appropriate action following the meeting. Report back to students on completed actions
- Support opportunities for student feedback on their experience outside the SSLC or formal surveys, through encouraging open discussion and fostering collaborative environment with the students

OTHER:

- Coordinate the ESRC Doctoral Training Support Grant and applications for financial support in



liaison with the Financial Support Office, the PhD Academy and the Department Manager

- Provide cover for the Postgraduate Programmes Administrator in periods of absence
- Take part in initiatives across the Department relating to new programmes

Communication

- Communicate effectively with all stakeholders e.g. prospective students, offer holders, current students and alumni; internal and external parties. To provide expert advice and guidance to students and colleagues on potentially complex LSE rules, regulations and administrative processes
- Ensure the clarity, robustness and consistency of all administrative process manuals.

Teamwork and Motivation

- Proactively contribute to the team and the wider Department, take leading roles in improvement and development; and to participate in activities not necessarily linked to programme management and administration matters.
- Actively seek personal and professional training and development opportunities, in liaison with their line manager.
- Participate constructively in team meetings, one-to-one meetings and wider Departmental meetings.
- Contribute to the setting of goals and objectives for their direct reports and support them to achieve those
- Provide regular feedback to direct reports and support them to reach their best potential
- Offer ad hoc support to other team members during busy periods and provide cover during periods of absence.
- Foster teamwork and collaboration within the team, the Department and the School

Liaison and Networking

- Build mutually-beneficial relationships with academic and PSS colleagues and external parties
- Work closely with the programme directors and course teachers to ensure that their requirements and student expectations remain aligned at all times
- Represent the Department and School at internal and external events.
- 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
- Actively contribute to internal and external networks and to build links for the benefit of the programmes and the Department.

Service Delivery

- Maintain an outstanding level of attention to detail in all aspects of the role.
- Undertake a process of continuous improvement to ensure that processes remain as effective as possible and that the highest levels of service delivery are consistently maintained
- Stay abreast of developments and have solid understand of 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.
- Act as Secretary for Departmental Committee meetings, for example Staff Committee
- Coordinate the Programme evaluation and contribute to the report preparation
- 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.
- Provide suggestions for improvement to service provision within their team in anticipation of customers' needs; and follow through their implementation

Planning and Organising Resources



- Contribute to the planning of the Departmental Seminar Series and other ad-hoc Departmental events such as staff and student parties.
- Actively contribute to the annual planning and review processes for the Programmes. This includes identifying potential issues and taking appropriate actions to address those; the clear communication of deadlines; accommodating School initiatives (especially those concerning the student experience) and providing accurate management information.
- Plan, prioritise and organise own day-to-day work in accordance with deadlines and agreed objectives.
- Lead on the planning process for their team ensuring the timely completion of tasks

Initiative and Problem Solving / Decision Making

- Proactively identify areas for potential development; and remain abreast of developments across the School and the sector.
- Take part in wider initiatives across the Department
- Make independent operational decisions on a daily basis in a variety of areas; work with minimal supervision and use initiative and judgement to solve day-to-day issues with flexibility and timeliness.
- Use creativity to solve problems where the solution is not immediately apparent.
- To support the Postgraduate Programmes Administrators resolve complex matters in the course of their work
- Propose constructively and authoritatively informed innovative solutions on individual student cases or specific issues, for senior staff's consideration as may be required

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.