



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: Head of Programme Delivery

Department/Division: Management

Accountable to: Department Manager, Strategic Planning and Development

Job Summary

- To hold strategic and financial responsibility for the Department's taught programmes portfolio, not including the Executive Global Masters in Management or the TRIUM MBA programme.
- To oversee the student lifecycle including application, induction, teaching and assessment, careers support and alumni rollover.
- To deliver a comparative, consistent and comprehensive student experience for students across the Department's programmes.
- To maintain an awareness of the impact of global developments on teaching programmes, where appropriate.

Duties and Responsibilities

Communication

- To keep all relevant staff updated with changes or developments to programmes and courses, including Programme Directors, the Deputy Head of Department for Teaching, the Department Manager and the Head of Department.
- To provide input into the Department's careers provision and to work in conjunction with the departmental Careers Consultants to introduce career management activities and initiatives to students on the taught programmes.
- To produce reports and other material required by Programme Directors, the Deputy Head of Department for Teaching, the Head of Department or the Department Manager.
- To facilitate frequent and effective communication across the taught programmes team and with faculty working on the taught programmes.
- To communicate and influence changes to School policy, approaching collegiately but considering potential departmental implications at all times.

Planning and Organising Resources



- To maintain an active awareness of admissions across all taught programmes, adjusting targets where necessary, in conjunction with the Deputy Head of Department for Teaching, the Department Manager and the Head of Marketing and External Relations.
- To consider feedback obtained at Staff Student Liaison Committee meetings, evaluating how to resolve high level issues in the context of resources available and pedagogical considerations.
- To seek and respond appropriately to suggestions made by the MSc and UG Programme Managers regarding student requirements.
- To implement School policies and procedures, planning accordingly and consulting with relevant colleagues.
- To assess the impact of adjusting student numbers upon teaching provision and the student experience and ensure service levels are maintained, in conjunction with the Head of Academic Planning.
- To conduct internal and external benchmarking.
- To evaluate and make recommendations for administrative improvements to the taught programmes, in consultation where necessary with relevant School departments.
- To maintain an awareness of, and advise the Head of Department, Deputy Head of Department for Teaching, Department Manager on, the impact of global developments on the teaching programme.
- To assist the Department Manager and faculty with preparations for School reviews.
- To lead the preparation of the budget in relation to course and programme costs and to regularly monitor and report on expenditure.
- To be responsible for all (non-payroll) programme budgets, ensuring consistency of expenditure, 'value for money' in all areas of student expenditure and making recommendations on appropriate levels of expenditure in different categories.
- To work with the Head of Academic Planning, Head of Department, Programme Directors, the Deputy Head of Department for Teaching and the Department Manager on planning for new programmes and courses.

Liaison and Networking

- To work closely with, and provide support to, the Deputy Head of Department for Teaching.
- To proactively liaise with departments across the School in relation to developing and implementing strategies and policies, e.g. the Student Services Centre, Careers Service.
- To develop and maintain links, form lasting relationships and share best practice with other departments at LSE and other institutions and external organisations.
- To promote departmental taught course provision within the School.
- To lead the development of the Department's student societies and student initiatives.
- To be an active member of the Department's Teaching Committee.
- To participate in School and departmental committees, working parties, focus groups and peer group networks/forums.
- In conjunction with the Head of Marketing and External Relations, and the Student Recruitment team, to assess the need for student marketing initiatives and to promote relationships with prospective students e.g. online discussion groups.
- To work, in conjunction with the Head of Department and the Department Manager, with other institutions and other School units e.g. Academic Registrar's Division, Planning Unit on formulating and implementing bilateral student exchange agreements when necessary.



- To actively contribute to the Department's global network of partners including PIM, CEMS and GMAC.

Teamwork and Motivation

- To attend and contribute to, where relevant, department meetings, committees and working groups.
- To have overall management responsibility for a large team of professional services staff (with the exception of TRIUM and EGMIM) and to motivate them to deliver excellent services, lead in decision-making and be innovative in their particular areas of responsibility.
- To foster a collegial atmosphere between departmental and School colleagues.

Service Delivery

- To lead on developing and implementing the Department's education strategy.
- To ensure the Department delivers a highly professional service to taught students at all times and to proactively take steps to ensure improvement of the Department's service provision as appropriate.
- To attend promotional events, receptions and seminars, and to work in conjunction with the Head of Marketing and External Relations on the development of such activities.
- To input where relevant into the development of marketing strategies and design of marketing materials, in conjunction with the Head of Marketing and External Relations.
- To act as the department's learning technology resources lead.
- To continuously review systems and processes to maintain operational integrity.
- To develop and maintain an in depth understanding of relevant LSE systems and processes, and how they relate to internal Department processes and systems.

Initiative and Problem Solving

- To respond to student survey data and implement change or improvements as required, requesting training for staff or improvements to systems where necessary.
- To be proactive in acquiring knowledge relating to legal and sector 'compliance' issues and in applying this knowledge in liaison with the School's compliance officers and local compliance officers to ensure the Department fulfils its legal obligations.
- To identify and promote best practice within the programmes team and the wider School.
- To take responsibility for ensuring academic quality assurance across all courses within the remit of the programmes team.
- To be responsible for student financing options and manage Widening Participation activities.

Decision Making

- To take independent decisions based upon an evaluation of sources such as competitor analysis and to lead their implementation, reporting progress to the Head of Academic Planning, Deputy Head of Department for Teaching, Programme Directors and Department Manager, taking follow up action as necessary.
- To implement decisions on student matters in agreement with the Deputy Head of Department for Teaching, Programme Directors and Department Manager.
- To make decisions in conjunction with the Department Manager regarding Professional Services staff planning, to ensure the programmes team is effectively and efficiently run.
- To work with the Head of Academic Planning to analyse the strengths and weaknesses of the Department's teaching-related procedures and to devise action plans to address weaknesses and to



share best practice.

- To influence policy developments in the wider School via committees, working groups and other methods.
- To take budgetary planning and deployment decisions relating to programme support and development.

Pastoral Care and Welfare

- To evaluate and give advice to students regarding welfare issues or queries which cannot be resolved by the Programme Managers where standard procedures do not always exist.
- To judge when to involve a third party, including formal School forums.

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.