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	**Ref no.:**

Department/Division: School of Public Policy	**Accountable to:** Department Manager

Job Summary

This is a senior post within the LSE School of Public Policy, reporting to the Department Manager and working closely with the Academic Director. The post-holder works independently and on their own initiative in a complex and demanding environment, supporting high-calibre, and high-fee paying students on the School of Public Policy's graduate degree programmes. The postholder plays a critical role in successfully managing the expansion and further development of taught postgraduate degrees in public policy and public administration.

The portfolio of postgraduate degrees in the School of Public Policy currently consists of:
- A two-year, full-time, Master of Public Administration (MPA)
- A one-year, full-time, Master of Public Policy (MPP) (first entry in September 2019)
- An open-enrolment Executive MPA (EMPA)
- An employer-sponsored Executive MPP (EMPP) for senior levels of the UK civil service.

The postholder leads the Programmes Team within the School of Public Policy, currently 5.6 FTE staff (headcount 7). The postholder has direct line management responsibility for the MPA Programme Manager, Executive Programmes Manager, MPP Administrator, and the MPA Student Adviser and Life Coach. The postholder is responsible for the future structure of the Programmes Team and allocation of responsibilities within it. The postholder organises the Programmes Team to ensure that the smooth, efficient and timely administration of teaching runs efficiently, effectively and on-time, in support of both the student experience and high-quality administration for academic staff.

The postholder holds strategic responsibility for the delivery of the above postgraduate degrees to ensure the delivery of a comparable, consistent and comprehensive experience for students throughout the student lifecycle from induction through teaching and assessment to graduation. The postholder holds financial responsibility for the full-time (non-executive) degrees by setting and independently managing expenditure budgets to meet agreed objectives. For Executive degrees, the postholder line manages the Executive Programmes Manager and works closely with the Programme Director to ensure that financial performance is in line with institutional targets and benchmarks.

Duties and Responsibilities

Strategic responsibility for the Department's taught programmes portfolio

- To maintain an operational plan to support the development of the department into a world-class policy school, in line with the School of Public Policy strategic plan and the LSE Strategy 2030.
- To maintain an active awareness of admissions across all taught programmes, adjusting targets and resources where necessary, in conjunction with the Department Manager.
- To manage the premium fee allocation budget for the MPA and the MPP, allocating resources to meet strategic objectives, monitoring expenditure and acting as a signatory.
- To benchmark the learning experience of students compared to other LSE departments and other policy schools to identify opportunities for further development.
- To produce reports and other material required to support high-level decision-making and planning.
- To implement and ensure adherence to LSE policies and procedures regarding quality assurance.
- To consult on, update and communicate developments to policies, programmes and courses up to Head of Department level.

To ensure the delivery of a comparable, consistent and comprehensive experience for students across the School of Public Policy including induction, teaching and assessment

- To plan the annual cycle of teaching administration across degree programmes ensuring that each team member understands their responsibilities and completes tasks in a timely and efficient way.
- To assist the development of students' learning and broader educational experience to be comparable with the best policy schools in the world through liaison with internal partners (such as LSE LIFE, LSE Careers, Teaching and Learning Centre) and through external partnerships.
- 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 ensure that meetings of the Departmental Teaching Committee and Staff-Student Liaison Committee are run efficiently, with relevant supporting papers, minutes and timely follow-up.
- To ensure that the School of Public Policy meets it obligations for standard processes including course guide review, student surveys, production and scrutiny of assessment materials, appointment of external examiners, governance and committee meetings.
- To leverage LSE's Academic Managers' Forum (AMF) network and Cluster framework to identify new opportunities for developing the student experience.
- To participate in LSE-wide projects to enhance institutional support for students and teaching including through committees and working groups.

To lead on teaching, timetabling and exam marking processes for full-time degrees

- To draft the School of Public Policy annual teaching plan in close co-ordination with the Academic Director and Department Manager.
- To liaise with faculty and their partner academic departments regarding the buy-out arrangements for teaching for the School of Public Policy on full-time degrees.
- To ensure that equitable and discipline-based exam marking allocations are in place for all courses and that deadlines for the return of grades and feedback are clearly signalled and monitored
- To create and ensure a joined-up approach to the timetabling of lectures, seminars, classes and support sessions for the School of Public Policy, in close liaison with faculty, the central Timetables Office, other Programme Managers and the Academic Director
- To determine and, where necessary, adjust the number of class groups needed for each course in line with LSE policy and resources available.

- To lead the recruitment process for Guest Teachers and Teaching Fellows for full-time degree programmes and Introductory Courses, liaising with HR regarding recruitment procedures and supporting documentation.
- To promote the quality of teaching by Guest Teachers and Teaching Fellows by ensuring that all new appointees attend appropriate LSE induction and training.
- To run the process for the award of annual teaching prizes.
- To manage the part-time teaching staff budget, in liaison with the Department Manager.

To oversee programme delivery of the Executive MPA and Executive MPP

- To ensure that appropriate arrangements are in place to meet the particular expectations of executive degree students for programme delivery, non-curricular skills, and networking.
- To work with the Programme Manager to: ensure that appropriate quality assurance arrangements are in place or adapted to meet the particular needs of Executive degrees.
- To facilitate the work of the Executive Programmes Manager in the further development and smooth operations of the degrees, including:
  o Financial management and budget-setting for both income and expenditure
  o Ensuring that support staff are in place to support the delivery of teaching sessions
  o Ensuring that robust and equitable systems are in place for the contracting of faculty and Teaching Fellows
  o Supporting the development of improved systems and processes for the efficient and effective management of Executive degrees
  o Promoting the profile of Executive degrees in LSE to help ensure alignment of central processes and structures with the needs of Executive teaching.

Manage the Programmes Team

- To evolve the size and shape of the Programmes Team, and the responsibilities of particular posts, in order to meet the evolving needs and strategy of the School of Public Policy.
- To lead and manage the Programmes Team including:
  o Recruitment, induction and training of new staff and allocation of equitable workloads
  o Career development reviews, workload planning, motivation, recognition and reward
  o Promoting communication through team meetings, away days and one-to-one meetings
  o Performance management and dealing promptly with any issues of concern
  o Managing annual leave entitlements and sickness absence
  o Foster a collegial atmosphere between departmental colleagues.
- To act as the designated Programme Manager for the MPP, with responsibility for:
  o high-level decision making with the Academic Director and Department Manager
  o dealing with escalated cases of student complaints, grievances or other difficulties
  o upward management of academic colleagues.
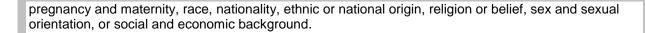 o successful delegation of other tasks to the MPP Administrator.

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.