



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: Programme Administrator, Master of Public Policy (MPP)

Department: School of Public Policy

Accountable to: Head of Programme Delivery

Job Summary:

The Programme Administrator provides high quality and comprehensive administrative support to staff and students on the Master of Public Policy (MPP) degree programme. The MPP is a new degree programme admitting students for the first time in September 2019. The target intake in 2019 is 45 students rising quickly to 90 students by 2021. The degree applies fee rates above LSE's 'premium' level, requiring outstanding levels of service delivery to students, and this role plays a crucial role in ensuring that experience.

The School of Public Policy programme interdisciplinary degree programmes that span the teaching expertise of multiple LSE departments. As such, the post-holder is required to work effectively across department boundaries in a highly complex professional environment.

The main areas of responsibility for the role are:

1. To provide a very high quality and comprehensive lead administrative support for the MPP programme
2. To provide lead administrative support in the forward planning of the annual cycle of tasks and processes that underpin the programme;
3. To manage student experience from induction to graduation, seeking to enhance it wherever possible;
4. To provide administrative support to, and work with, academic faculty, Programme Managers, the Academic Director, Degree Convenors, the Head of Programme Delivery and the Department Manager.

Duties and Responsibilities

The key duties associated with this post are as follows:

Service Delivery

- To provide a comprehensive support service Department committees or working groups as required.
- To understand and abide by LSE's regulations and legislation regarding data protection, freedom of information and recorded student information, for example individual assessment arrangements and exceptional circumstances documentation.
- To lead the process of updating programme regulations, course (module) guides and prospectus entries.
- To lead MPP course administration and seminar sign up via the student portal (LSE for You).
- To lead administrative support in the induction programmes for new students at the start of each



academic year.

- To maintain levels and accuracy and timely turnaround of service at peak times.
- To respond to student, teaching team, staff and visitor requests for information and support, promptly and effectively; whilst also utilising tact and discretion when necessary.
- To act as lead point of contact for students, using detailed and specialist knowledge to promote the services of LSE and the School of Public Policy, responding promptly to requests for information and advice and ensuring that appropriate help and assistance is provided.
- To ensure service delivery for premium fee students on the MPP is smooth and provides the very highest levels of service.
- To assist staff with the maintenance of course Moodle pages and to oversee the work of other staff with this responsibility.
- To adjust processes and working methods proactively to improve service levels, on the basis of reflection and feedback, taking responsibility for such improvements
- To ensure that individual assessment arrangements (Inclusion Plans) are adhered to, liaising closely with LSE's Disability and Wellbeing Service.
- To lead on the assessment submission processes, providing guidance for students, processing submitted assignments and coordinating the marking process. This will include identifying any potential cases of assessment misconduct using the Turnitin software.
- To ensure assessed coursework, grades and examination results are recorded accurately and released in an appropriate and timely manner.
- To undertake all administration relating to policy papers, including collating student research proposals, coordinating the submission procedure and marking.
- To provide lead administrative support for the examination processes, from the production of exam papers to the arrangement of Exam Sub-Board meetings (for classification) and the processing of final results, in liaison with external examiners and Exam Sub-Board Chair.
- To attend and actively participate in promotional events, receptions and seminars within the Department.

Planning and Organising Resources

- To organise and plan for events, receptions, seminars and conferences for the Programme and work with colleagues within the Department to develop and promote these activities.
- To lead the organisation for student representative elections/nominations.
- To allocate academic mentors and coordinate the allocation of supervisors of policy papers, ensuring joined up working with the Programme Managers for other full-time degree programmes.
- To assist the Head of Programme Delivery the teaching planning.
- To take responsibility for the annual teaching timetabling returns for lectures and classes and organise exam timetabling in conjunction with the Head of Programme Delivery.
- To support all administrative activities relating to the LSE graduation events, in conjunction with the LSE Ceremonies Office.
- To monitor expenditure against budget and to report this, along with suggested solutions, to the Head of Programme Delivery.
- To ensure prompt authorisation of invoice payments and to maintain financial records when requested by the Head of Programme Delivery.
- To assist with preparations for Teaching Quality and other School reviews.
- To provide lead support with all planning relating to the MPP core courses and course choice process; including maintaining Moodle pages, organising the production of reading lists and ordering case studies as required.

Communication

- To act as a focal point of first contact for offer-holder, student and exchange student enquiries, providing appropriate and timely advice and guidance on programme, Department and School



procedures.

- To assist with and advise on applicant, offer holder and student enquiries in an informative and timely manner, providing high levels of customer service and advice on Department and LSE procedures.
- To help organise and present Welcome (induction) briefing sessions for students, explaining a range of information including programme entry requirements and regulations clearly and accurately.
- To help oversee the management of the shared mailboxes, ensuring queries are responded to in a timely, accurate and professional manner.
- To design, edit and maintain the programme Moodle pages and provide guidance and advice to staff and students.
- To assist with the implementation of the Department's communication strategy, updating social media platforms and student bulletins as required.
- To maintain confidentiality and observe discretion over sensitive matters.

Initiative and Problem Solving

- To proactively approach the role and use own initiative to evaluate and improve working practices and procedures.
- To take responsibility for analysing data from a range of sources (surveys, feedback, committee meetings) to provide the Degree Convenor and Academic Director with suggested improvements in the scope and delivery of the MPP at a crucial early stage in its development.
- To represent the programme at Staff-Student Liaison Committee and at the Department Teaching Committee to identify solutions to problems and queries raised.
- To discuss issues raised at Staff Student Liaison Committee meetings with the teaching faculty, Head of Programme Delivery, Academic Directors and Degree Convenors to find effective solutions.
- To identify potential areas of development to enhance student support and the overall student experience.

Liaison and Networking

- To develop and maintain links with other School of Public Policy Professional Services Staff and other teams across LSE to share, formulate and improve best practice.
- To support close links with alumni and increase alumni engagement and investment in the Programmes.

Teamwork and Motivation

- To liaise widely across LSE to ensure effective teamwork for a new degree programme with new students.
- To line-manage temporary staff at peak periods, for example in preparation for orientation or for results processing.
- To attend and contribute to relevant Programme and Departmental meetings.
- To contribute to inter-team projects across the School of Public Policy as required.
- To be a proactive member of the Department's Professional Services Staff team.

Pastoral Care and Welfare

- Provide advice to students regarding welfare issues or queries, referring to and promoting the School's support services.

**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.