



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definite 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 post holder.

Job title: MSc Programme Manager

**Department: Sociology
(Teaching)**

Accountable to: Deputy Department Manager

Job Summary

The primary purpose of the role is to provide high quality and comprehensive administrative support to staff and students, and to manage designated Sociology Department taught masters programmes and the forward planning of the annual cycle of tasks and processes which underpin the programmes, answering queries and maintaining student records. The role will involve supporting students from induction through to graduation. The post requires the ability to work independently and with minimum supervision, often to strict and competing deadlines and always to exacting standards. The post holder will provide administrative support to and work with academic members of the Sociology Department and the Department administration team. The post-holder will support the Deputy Department Manager (Teaching) in delivering all aspects of the Sociology Department's teaching portfolio.

Duties and Responsibilities

Programme Management

- To provide lead administrative support for the relevant MSc programmes. To proactively manage the administration of designated Sociology Department taught masters programmes, delivering a high level of customer service and developing a first-class experience for students and high-quality support to academic staff, including:
 1. Advising prospective and current students on issues relating to eligibility criteria, funding, course choices and other course-related matters.
 2. Drafting communication with offer-holders prior to registration, including welcome emails and reading lists.
 3. Assist in the allocation of academic mentors/mentees in conjunction with academic staff and the Deputy Department Manager.
 4. Management of course choices, changes and capped seminar requests in LFY.
 5. Assisting in training and advising academic staff on MSc programme policies and processes.
 6. Management of assessment processes, including preparation of the assessed essay/exam question papers, coordination of mark sheets and recording of marks, communication with markers and external examiners, communication with and forwarding of marks to Exams Office, organisation of and secretary to exam sub-board meeting.
 7. To oversee the timely processing and distribution of student extension and deferral requests and adjustments to relevant academic staff.
 8. To provide lead administrative support in the induction programmes for new students at the



start of each academic year.

9. Compiling information for and reporting on the Academic Code requirements for the relevant MSc programmes.
10. Organisation of and secretary to relevant department committees, including student/staff liaison committee, including – agendas, minutes, ensuring any actions are undertaken communicating actions to all staff/students and reporting back to the School (where necessary).
11. Organisation of student and programme related career, educational and social events and communications in conjunction with academic and PS colleagues.
12. Maintaining and updating records on MSc course development and assessment.
13. Liaison with School divisions, including Student Services, ARD, Timetables.
14. To deal pro-actively, promptly and sympathetically with students and their enquiries.
15. To provide advice to students regarding welfare issues or queries, referring and promoting LSEs support services.
16. To be the first point of contact for all queries relating to the Department of Sociology and relevant MSc programmes.
17. To ensure the maintenance of comprehensive manuals/'how to' guides for all relevant administrative processes.
18. To facilitate the referral of students' concerns to other administrative and faculty members in the Department or elsewhere in the School, as appropriate and in accordance with Department and School policy.
19. Working with the PSS colleagues to ensure the Department of Sociology MSc programme web pages are current and updated, including programme and course content.
20. To maintain contact with alumni and build an alumni network, including the organisation of alumni-student networking events, in conjunction with other PSS colleagues.
21. Organise student representative elections.
22. To manage information in Department and School student records systems (SITS).
23. To coordinate LSE Prospectuses, Course Outlines and Calendars in conjunction with the Deputy Department Manager, and to update information regarding these.
24. To oversee the annual update and production of the relevant MSc student handbook.
25. To develop and execute procedures for examination papers, in liaison with external examiners, exam board chairs and support staff.
26. To produce management information regarding the MSc programmes for the Deputy Department Manager (Teaching), Director of Taught Postgraduate Studies, programme directors and committees, using the departmental and School management information systems.
27. To develop and maintain links with programme managers in other departments to share and formulate best practice and attend relevant forums as appropriate.
28. Timely dissemination of individual assessment arrangements and support their implementation, liaising closely with the relevant academic and PS colleagues.
29. To provide general administrative support to Sociology academic staff and students.



Departmental Administration

1. To service the Sociology Hub office shared with colleagues.
2. To write content for the department website, including updating content and designing new pages.
3. To train new PSS and academic staff and mentor new PSS staff as necessary.

Communication

1. Act as a focal point for applicants, students and faculty enquiries in an informative and timely manner, providing high levels of customer service and advice on Department and LSE procedures.
2. Manage relevant shared mailboxes, ensuring queries are responded to in a timely, accurate and professional manner.
3. Design, edit and maintain Moodle pages for programmes and courses.
4. Develop and maintain links with others in the Sociology department PS team and other teams across the School to share, formulate and improve best practice.
5. To lead the production of regular student newsletters and communications.
6. To exercise professional discretion in handling confidential information.

To respond to enquiries promptly, effectively and tactfully.

Planning and Organising Resources

1. To ensure maximum efficiency in the use of available resources.
2. To plan and manage internal and public programme related events in conjunction with other administrative colleagues.
3. To develop administrative processes and communicative procedures to optimise the running of the relevant MSc programmes.

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Initiative and Problem Solving

1. To display initiative and forward thinking in identifying potential issues and problems to be addressed and developing strategies for their solution.
2. To draw upon informed understanding of School procedures and effectively utilise the available information resources.
3. To learn enough about the School and the work of administrative staff in relevant Departments across the School to be able to assist students on a variety of topics.
4. To discuss issues raised at Student Staff Liaison Committee meetings with academic and senior administrative colleagues and provide an analysis of options available, giving preferred



optimal solutions and following up to implement solutions.

5. To monitor applications and report on their progress to the Deputy Department Manager, and deal with any problems encountered by applicants in liaison with the Graduate Admissions Office.
6. To monitor the marks received by students and alert the Programme Directors to any anomalies or areas for concern in advance of the Exam Sub-Board Meeting.
7. To identify the relevant decision-making authority with regard to matters exceeding realm of competence.

Decision Making

1. To make informed decisions on issues relating to the running of the relevant MSc programmes in accordance with legislation and School policies and procedures.
2. To identify the appropriate extent of consultation with School staff where necessary and proceed with consultation and decision-making process independently.
3. To document and demonstrate due care and attention in decision-making process.

To aim for inclusivity in all decision making.

General Responsibilities

1. To liaise with departmental, academic and administrative staff as appropriate.
2. To attend departmental and School committee meetings relevant to the role.
3. To assist with induction arrangements for all new students.
4. To undertake any other tasks required by the Deputy Department Manager.

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](#)