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: Department of 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.

HERA Competencies

Communication

- To keep all relevant staff updated with changes or developments to programmes and courses, including Programme Directors, the Director of Programmes, the Department Manager and the Head of Department.
- To give presentations to students during Welcome Week and at other events on a variety of topics relating to teaching provision and the student experience, in conjunction with the Director of Programmes.
- To provide input into the Department's strategy for alumni relationship management.
- To provide input into the Department's careers provision and to work in conjunction with the Careers Manager/Head of Careers to introduce career management activities and initiatives to students on the taught programmes.
- To produce reports and other material required by Programme Directors, the Director of Programmes, 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.

Planning and Organising Resources

- To maintain an active awareness of admissions across all taught programmes, adjusting targets where necessary, in conjunction with the Director of Programmes, 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 Academic and Student Affairs Committee (ASC), Teaching Task Force, or other School policies and procedures e.g. Quality Assurance Agency for Higher Educations (QAA), Academic Planning and Resources Committee (APRC).
- To assess the impact of increasing student numbers upon teaching provision and the student experience and ensure service levels are maintained, in conjunction with the Academic Planning Manager.
- 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, Director of Programmes, Department Manager on, the impact of global developments on the teaching programme.
- To assist the Department Manager and faculty with preparations for teaching quality and other School reviews.
- To develop and review Professional Services staff working practices and procedures.
- 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 for premium and non-premium fee programmes, '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 Department, Programme Directors, the Director of Programmes and the Department Manager on planning for new programmes.

Liaison and Networking

- To work closely with, and provide support to, the Director of Programmes.
- To regularly liaise with staff and students regarding student related issues, including staff and students in other LSE departments.
- 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 and LSE Advancement.
- 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.
- To be a member of the Department's Academic 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 exchange agreements when necessary.
- To actively contribute to the Department's global network of partners including PIM, GMAC, GNAM and EFMD.
- To proactively develop, and evaluate, departmental promotional events.
- To develop and maintain links, form lasting relationships and share best practice with other departments at LSE and other institutions and external organisations.

Teamwork and Motivation

- To attend and contribute to, where relevant, department meetings, committees and working groups.
- To have overall management responsibility for relevant 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 recruit professional services staff and, where appropriate, take part in the recruitment and mentoring of other professional services staff within the School.
- To foster a collegial atmosphere between departmental colleagues.
- To provide both formal and informal support and guidance to newly-appointed programme staff.

Service Delivery

- 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 (including compliance, quality assurance, resources, public relations and student administration).
- To continuously search for opportunities to enhance the taught student experience.
- To attend promotional events, receptions and seminars including the Graduate Open Evening, and to work in conjunction with the Marketing and Communications Manager 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 identify potential areas of development for student support and methods of implementation.
- To act as the department's learning technology resources lead.
- To continuously review systems and processes to maintain operational integrity.
- To act as the faculty point of contact for new course proposals and, in conjunction with the Academic Planning Manager, evaluate the Department's course portfolio and make recommendations for the department to achieve efficiencies and economies of scale.
- To develop and maintain an in depth understanding of relevant LSE systems and how they relate to internal Department processes and systems.

Initiative and Problem Solving

- To develop and maintain an operational strategy that is capable of supporting a world-class degree portfolio in line with the Departmental Development Plan and the School's Strategic Plan.
- To respond to student survey data and implement change or improvements as required, requesting training for staff where necessary.
- To be proactive in acquiring knowledge relating to '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 Director of Programmes, Programme Directors and Department Manager, taking follow up action as necessary.
- To implement decisions on student matters in agreement with the Director of Programmes, 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 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.

Note

The LSE has a progressive pay structure that rewards you with annual pay increases up to a certain level as you develop in your role. We also provide for further reward past this point in the form of further pay increases based on exceptional performance.

Flexibility

To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.

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.