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: Senior Administrator (Student Exams)

Department/Division: Academic Registrar's Division: Student Services Centre
Accountable to: Head of Student Exams Management and SSC Support or Deputy Head

Job Summary

Academic Registrar's Division (ARD) is a key central support unit within the School. ARD's delivery remit is wide: We are an informed and inspiring voice to our prospective students; a welcoming and friendly face to our new students; a knowledgeable and caring presence to our current students; and a proud and supportive friend to our graduating students. To our colleagues across LSE we are a professional and constructive source of help, support and advice.

Within ARD, Student Services compromises of the Student Services Centre (SSC) and Student Wellbeing Services (SWS) under the leadership of the Head of Student Services.

The Student Service Centre (SSC) could be described as the 'engine room' of LSE's central academic administration. It offers mission critical functions that are fundamental to the student experience and educational journey, for example student advice, enrolling, maintaining the register, taking assessments, receiving results, and attending graduation ceremonies.

The postholder will provide administrative support for the operational delivery of the Student Exams and SSC Support team within the SSC. This team has direct responsibility for:

- Offering operational expertise to contribute to the School's strategies on student exams (and related assessments), course selection and SSC Support management
- Developing the SSC processes in support of exams (and related assessments) and SSC Support provision
- The team will be responsible for all relevant examination/assessment delivery tasks:
    o Preparation and publication of timetables
    o Supporting administration for centrally coordinated exam related My Adjustments
    o Coordinating and delivery of all centrally coordinated examinations and any relevant assessments
- Central course selection administration

Duties and Responsibilities

- Manage the day-to-day administration of the Student Exams and SSC Support team enquiries, organising, logging, distributing or responding to queries as appropriate.
- Administer the processes and systems supporting all student exams and SSC Support relevant records, both electronic and paper based, and ensure they are maintained accurately and in accordance with LSE and legal requirements. To proactively identify data quality issues and resolve them in a timely manner.
- Administer all relevant exam/assessment delivery tasks:
  - Assisting with the preparation and publication of exam timetables
  - Supporting administration for centrally coordinated exam related My Adjustments
  - Coordinating and delivery of all centrally coordinated exams and any relevant Assessments
  - Supporting administration of e-exams including setup of exams in specialist software and delivery of centrally coordinated e-exams
- Administer all relevant central course selection tasks.
- Proactively support service development and innovation within SSC student exams (and related assessments) and course selection.

General

- To participate in school-wide training sessions relating to the areas owned by this team.
- To provide information and advice to students and colleagues across the School on policies and procedures owned by the team.
- To inform managers regarding issues relating to the IT processes and specialist systems relating to the areas owned by this team.
- To assist in the collection and collation of management information as appropriate and in accordance with legal requirements.
- Liaising with the manager to create and maintain manuals that provide guidance on all processes and procedures owned by the team.
- Update webpages owned by the team as necessary.
- Participate in the induction and training of new permanent and temporary staff.
- Proactively collaborate and work with other teams within the SSC and assist as required.
- To work within legal requirements with particular reference to Data Protection, Freedom of Information and Visa Compliance.
- Actively contribute to continued service improvements across Student Services.
- Undertake regular shifts on the SSC counter, responding to student enquiries in a helpful, friendly and accurate manner.
- Assist with all key administrative events such as Graduation, Campus Enrolment and Exams.
- Embody the School's values both within and outside the organisation, role modelling behaviour and encourage equality, diversity and inclusion.
- Undertake additional duties that may reasonably be assigned by the Head of Student Exams and SSC Support and Deputy or other senior managers.
- During peak times for this team, out of hours work will be necessary.

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.