



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 Description

Job title: Executive MSc Finance Programme Manager

Department: Finance

Accountable to: Departmental Manager

Job Summary

The MSc Finance Executive programme is LSE's longest running evening executive degree and has up to 150 students across multiple years at any one time. Aimed at city professionals, the programme has super-premium fee levels and as such requires highly developed support services.

The post holder will work in a semi-autonomous fashion and be responsible for the operational management, recruitment and selection. They will be responsible for the delivery of a very high level of customer service and professional support to both students and faculty and will be expected to contribute towards the ongoing development of these services and processes.

There is also an important business development aspect to the role. The post holder plays a key role in maximising the numbers of quality candidates on the programme by converting enquirers into confirmed applicants and by building networks within the city and with alumni to promote the programme.

Main Duties and Responsibilities

Student Support/Programme Administration

- Provide tailored customer service for the executive students, taking into account their specialised nature and profile. Students will usually be City professionals with demanding careers and often significant business travel commitments, who are on campus for a very limited period (two evenings a week) and will require programme issues to be resolved remotely and quickly. Set and maintain the customer service delivery standards for the programme, surveying student's needs and introducing new initiatives to ensure student satisfaction.
- Ensure that all out of hours teaching and student support services run smoothly, from Orientation, catering, AV, student registration to coursework submission. Work closely with colleagues in the Department and other areas of the School to develop service provision and design alternative procedures and arrangements where necessary. Identify the most efficient and economical solutions to out of hours teaching and support whilst maintaining the quality of all services and student experience.
- Manage communication between students and the Programme Directors, using judgment to decide when to refer enquiries to the Programme Directors or other colleagues. Keep students informed of any relevant information, from Departmental events, to careers information and public lectures/events outside the Department.



- Manage, recruit and train a team of hourly-paid Operations Assistants and an Evening Teaching Operations Manager to assist with service delivery at each teaching event.
- Manage a team of Course Support Managers (PhD students), liaising with students and faculty, to ensure that they are fully briefed and are fulfilling their job description.
- In liaison with the Associate Programme Director, plan and manage the programme's pre-session courses, evening teaching timetable and course revision sessions.
- Organise and manage student networking dinners, receptions and away weekend, alumni networking evenings, conferences and other Departmental/Programme events. Work with colleagues to develop these events going forward.
- Organise, service and contribute to all relevant programme committees and exam boards.
- Pro-actively work with colleagues in Central Administration and Services to develop provision for executive students, highlighting key differences and working with them to develop alternative policy and practice and where necessary.
- Build good working relationships with students on the programme and help foster a strong alumni network.
- In liaison with colleagues, maintain and oversee the maintenance of all necessary student, course and programme records. Approve student course choices and ensure that all students have the correct registration and examination entry statuses. Edit and draft programme handbooks and written guidelines.
- Support the Programme Director and Associate Programme Directors with timely information for the management of the programme including collating and analysing data.
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- The role is full-time averaging 35 hours a week with some flexibility around core hours. The general working hours for the Department are 9:30-17:30 with a one-hour break for lunch. The post holder may be expected to work outside of usual office hours during busy periods (e.g., the pre-session period and the first few weeks of term), to support the activities outlined above or to supervise the evening operations. Where the post holder works outside their usual working hours for an event, they may adjust their working hours to accommodate this.

Programme Recruitment and Admissions

- Be a member of the admissions selection committee, reviewing and assessing all applications and making recommended selection decisions.
- Work with colleagues to produce marketing materials and deliver promotional campaigns and strategy reports.
- Act as the primary point of contact for prospective students and offer holders, , advising candidates through the admissions process and positively influencing candidates' views regarding the degree and School.

Contribution to the wider Department

- To work with colleagues, contributing ideas and assisting (if needed and time permitting), on wider departmental projects and strategy.
- To conduct analysis, write reports, present and contribute to Departmental decision making where required.
- To be a pro-active and flexible member of the team.
- To have line management responsibility for other members of the team as required.
- Act as a senior member of the team, leading by example in ensuring Departmental and School practices are followed.

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.