



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: University Relationship Manager – Summer School

Department/Division: Summer School, International & Executive Programmes

Accountable to: Deputy Director – Summer School, Executive & International Programmes

Job Summary

LSE Summer School is recognised as a global leader, and is one of the top two Summer School programmes in the world measured by student enrolments. It attracts over 7,000 participants annually who study on the LSE campus over an intensive 9-week period every summer. The programme has a global audience (139 nationalities were represented in 2018) with students choosing from a programme of 99 three-week long courses, all examined to LSE standards. Each course offers students access to the School's teaching and provides an opportunity to be part of LSE. The programme also represents a valuable revenue source for the School, generating critical funds to invest in teaching, research and capital projects.

A significant proportion of Summer School participants are undergraduate students who are able to gain credit towards their final degree based on their Summer School course. Many universities promote attending a Summer School to their students as an alternative study abroad option to a Semester/Year Abroad in order to enrich their studies, experience new perspectives and cultures and improve their employability.

The University Relationships Manager – Summer School holds responsibility for managing the relationships between partner universities and the Summer School office. They are expected to focus on the key Universities and Partners who send large numbers of students in order to:

- Ensure LSE provides a streamlined and efficient experience for university administrators at overseas universities and ensuring positive partner sentiment
- Maximise the number of students attending the Summer School from partner universities.

The postholder works closely with the Summer School Programme Team who process and manage Summer School applications and oversee the delivery of the Summer School itself.

The Summer School is managed from LSE's Summer School, Executive and International programmes Unit (SSEIP) - a highly successful and commercially driven team that delivers LSE's open enrolment and customised short courses and distance learning degree programmes.

Our partners are spread across the world, and where possible we use technology to communicate with them. However, the nature of the role means the post holder must be prepared to undertake international travel.



Duties and Responsibilities

Relationship management

- Account manage the relationship between LSE and overseas universities sending groups of students to Summer School
- Account manage the relationship between LSE and the small group of select agents who support our recruitment activities in emerging markets
- Create and deliver partner development plans to grow the number of students attending Summer School from partner universities, ensuring we establish positive partner sentiment and long-term relationships to maximise value for LSE
- Develop a programme of regular communications to ensure that partner universities remain engaged with the Summer School and are aware of key programme developments
- Work with the Summer School Managers to ensure that partner universities are allocated a dedicated contact within the admissions team and to resolve/escalate any problems which occur during the admissions cycle or programme delivery
- Provide regular reporting to senior internal stakeholders on partnership results and progress
- Review Summer School application and enrolment data to identify and interpret trends or patterns and use these to inform and optimise LSE's approach and focus when working with overseas groups and agents
- Ensure feedback from partner universities relating to the programme is recorded to inform future programme developments
- Monitor student feedback for insights which can be used to support partnership development
- Maintain written and electronic records of partner relationships, in accordance with relevant LSE and statutory requirements

Summer School promotion

- Oversee and evaluate the annual programme of visits by the Summer School programme team to partner universities, promoting the Summer School to potential participants at study abroad fairs, campus presentations etc.
- Participate in Summer School recruitment visits which require a relationship development focus, delivering student facing recruitment activities (e.g. engaging presentations) as required.
- Work with the Senior Marketing Manager (Summer School) to develop specific marketing tools and assets for partners' use
- Be a point of expertise for the Summer School team regarding relationship and group management, providing training, guidance and feedback to enhance the team's capability, confidence and effectiveness in this area

Relationship development

- Work with the Director and Deputy Director of SSEIP to plan a schedule of meetings with current and potential Summer School partners at the 2 key trade exhibitions: the Annual Conferences for the European Association of International Education (EAIE) and the Asia-Pacific Association for International Education (APAIE)
- Co-ordinate the follow-up activity resulting from meetings held at EAIE and APAIE
- Work with the Deputy Director and internal stakeholders to arrange formal agreements with partner universities where these are required
- Lead the operational planning and implementation of the annual Summer School overseas recruitment visits – setting performance standards for staff undertaking visits and establishing



monitoring procedures to keep track of progress across the annual cycle

- Respond to enquiries from potential new Summer School partners

Other responsibilities

- Develop an excellent working relationship with key internal and external stakeholders involved in the Summer School programme, including the Summer School programme team (responsible for admissions and programme delivery), marketing team, operations team and LSE academics
- Lead on discrete projects, as they are identified and arise.

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.

Equality and Diversity

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.