



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: Teaching Support and Events Officer

Department/Division: Data Science Institute **Accountable to:** Institute Manager

Job Summary

The postholder will work with the Institute's small professional services team and central School services to provide a comprehensive professional service related to delivery of the Institute's new undergraduate modules. The postholder will be responsible for teaching administration, assessment, quality assurance and to contribute to the continuous improvement of the Institute's processes and services in these areas. They will provide support to the Communications and Events Manager, assisting with the organisation and smooth running of Institute events. They will also assist with general office administration.

Duties and Responsibilities

Teaching Support

- Act as the first point of contact/reception for teaching-related queries from staff, and current and prospective students; proactively resolving problems, responding promptly, taking accurate messages, following up and signposting more complex issues as appropriate.
- Working closely with the teaching team to ensure the module administration is delivered to the highest standard possible.
- Attend team meetings and other relevant meetings and contribute where required.
- Record and distribute minutes for Institute meetings, Institute Teaching Committees and Student-Staff Liaison Committees.
- Organise and administer the Michaelmas and Lent Term teaching surveys, including performing data checks, providing staff with instructions and deadline information, dealing with queries and liaising with the School Surveys Manager.
- In liaison with the Timetables Office and academic colleagues, to manage the annual timetabling returns for all lectures and classes and seminars. Including, timely



preparation and submission of all room booking forms by course code, teacher constraints forms and assisting with queries and resolving complications.

- In liaison with TQARO and academic colleagues, oversee the annual review of course information using CAPIS (the Course and Programme Information System). Including timely preparation and submission of programme and course information and assisting with queries and resolving complications.
- Develop and maintain links with colleagues across the School to share and formulate best practice, for example, by providing support for colleagues' innovations and strategic developments (e.g. EDEN grant application support) and assisting with the dissemination of these ideas within and outside the Institute. Participate in related School networks/working groups as required.
- Designing, editing and maintaining Moodle pages and providing guidance and advice to staff and students.
- Organise and take responsibility for own workload with minimum supervision and take responsibility for training and learning/developing skills required for the role.
- Understand and abide by the School's regulations and legislation regarding data protection, financial regulations, freedom of information and recorded student information.

Events

- Assist the Communications and Events Manager with the organisation and delivery of Institute events.
- Assist with the design, development and delivery of student engagement activities and events, including Welcome events and off-campus industry visits, working with the teaching team and Communications and Events Manager to strengthen and build community.
- Build partnerships with students and student societies and assist them with their activities (e.g., conference organisation or event promotion).
- Assist with student recruitment events such as Open Days, Offer Holder Calls, Q&A sessions.
- Assist the Communications and Events Manager with the development and delivery of an alumni engagement strategy through a range of communications designed to enhance engagement with our alumni community.
- Manage room bookings and catering requirements.
- Manage event registrations.
- Process expenses after events.
- Assist the Communications and Events Manager to promote events.
- Oversee event on the day logistics (venue, catering, etc).
- Assist in the planning and delivery of virtual events (Zoom webinars).
- Record event information and assist with reporting on and reviewing events.



General

- Undertake general office tasks including, for example, dealing with the team's incoming and outgoing post, ordering IT and stationery, booking meeting rooms and catering, processing expense claims.
- Work cooperatively and collaboratively with colleagues to support the team effectively as required.
- Resolve building-related faults and respond to requests or maintenance issues.
- Arranging building access and Salto fobs.
- Undertake other duties as may reasonably be expected.

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.