



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: Student Experience and Programme Delivery Officer
Ref no.: 700055

Department/Division: Law School
Accountable to: Service Delivery Manager (Undergraduate Programmes)

Job Summary

The postholder has lead administrative responsibility for day-to-day matters relating to current students on the Law School's Undergraduate (LLB).

The post holder works in conjunction with the Service Delivery Manager (Undergraduate Programmes) and the Undergraduate Programme Administrator, dividing tasks effectively and supporting each other to achieve shared responsibilities, ensuring appropriate cover on tasks as required.

Duties and Responsibilities

Key Tasks:

- Providing an effective first point of contact for LLB students.
- Supporting the orientation process for new undergraduate students in the Law School.
- Coordinating the administrative processes related to assessment and examinations.
- Supporting the annual updating of programme regulations and course guides.
- Providing administrative support, as required in the course of the academic session, to the Undergraduate Programme Director, the Departmental Tutor and the Chair of the LLB Examinations Sub-Boards.
- Overseeing the administration of the Double Degree Programme process.
- Overseeing the Law Families scheme.
- Organising LLB student events.

Duties and Responsibilities:

Communication

- Acting as a first point of contact for undergraduate students, dealing with enquiries in a professional manner, providing advice and guidance when necessary.
- Providing administrative support to members of the academic staff in the Law School requiring assistance on LLB matters.
- Supporting effective communication between the Law School, undergraduate students and LSE Central Administration
- Supporting the development of LLB documentation, including preparing and maintaining the student handbook, FAQs, and School documentation such as the prospectus, calendar and course guides.
- Servicing the Law School's Teaching Committee.



Planning and Organising Resources

- Managing the administration of assessment and examination processes including: the preparation of exam papers, appointment of external examiners, submission of results to the School exams team, in-year summative assessments, and the processing of deferrals.
- Supporting the Service Delivery Manager (Undergraduate Programmes) in the preparation for exam sub-boards, setting exam process deadlines, dealing with complex student cases, and providing advice and guidance to students, course conveners and exam board chairs.
- Supporting the organisation of Welcome Week for new LLB students (and general course students allocated to the Law School), and arranging other meetings, including SSLC meetings, and social events
- Overseeing the allocation of academic mentors, and maintaining records of academic mentor changes throughout the year.
- Operating and maintaining effective information systems (SITS/LSE for You) on student records, including: examinations; induction information for new students; timetabling information; and course material.
- Overseeing the administration of Double Degree Programme processes by the Undergraduate Programme Administrator.
- Supporting the distribution and return of master teaching records and calendar updates.

Liaison and Networking

- Liaising with various departments: examinations during the examination period; timetables regarding master records, welcome week and rescheduling of classes; registry regarding status of students
- Liaising with the School regarding Law School General Course students, and ensuring they are allocated to the designated General Course Tutor

Teamwork and motivation

- Contributing actively and positively to the administrative team and to the Law School.
- Organising and taking responsibility for own workload.
- Managing own workload with minimal supervision, and taking responsibility for advising academic colleagues of upcoming deadlines, in order to ensure that work is completed on time.
- Exercising initiative in the development of the LLB in relation to its agreed objectives
- Supporting the development of Law course pages on LSE's virtual learning environment, Moodle, understanding what information needs updating and which resources should be used for different information.

Pastoral Care and Welfare

- Acting as a first point of contact for students with concerns or problems and referring them to the LLB Undergraduate Adviser or relevant service within the School as appropriate.

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.



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■

**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.