THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE ■

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: Undergraduate Programme Administrator

Department: Department of Government   **Accountable to: Undergraduate Programme Manager**

Job Summary:

The post holder works as part of the team which supports the undergraduate programmes and courses within the Department. They work closely with the Undergraduate Programme Manager and Student Adviser undertaking all aspects of programme administration.

Key tasks include:

Providing effective administrative and advisory support to staff and approximately 600 students on the department's 5 UG Programmes.

- Acting as first point of contact for students and staff, providing accurate and timely information and advice, updating information annually and supporting the development of the undergraduate programmes.

- Taking the lead on increasing student engagement by working with the various departmental and school wide stakeholders in planning events and activities.

Planning and Organising

- Operating and maintaining effective information systems (SITS/LSE For You) on student records.

- Co-ordinating examinations processes and arrangements for submission of assessed coursework.

- Leading on UG student engagement related events and activities including open days and offer holder days, Welcome, the Student Academic Mentor (SAM) scheme, Undergraduate Internship Scheme, language bursaries, careers sessions, academic skills sessions.

- Acting as first point of contact for the LSE Undergraduate Political Review (UPR) and the LSE Government Society. Advising on budgets, expenditure and providing administrative assistance with the UPR's annual conference.

- Working with the Deputy Department Manager, Undergraduate Programme Manager and Student Adviser to enhance the undergraduate student experience.

- Organising and servicing Staff Student Liaison Committee.

Communication

- Acting as a first point of contact for current and prospective UG students, dealing with enquiries in a professional and timely manner, providing advice and guidance, as necessary.

- Relaying procedural and operational issues to staff and students, exercising judgement as to the format, content, and level of detail necessary

- Developing and maintaining communication channels with students and alumni using social media, Moodle, email, Mailchimp and the Student Hub.

Teamwork and motivation

- Contributing positively to the Professional Services team and to the department, actively contributing at team meetings.

- Working closely with the Programmes manager to organise processes and procedures linked to programme delivery and develop best practice using innovative solutions to issues.

- Organising and taking responsibility for own workload and self-development

Service Delivery

- Providing accurate and up to date information on matters relating to the department's undergraduate provision.

- Providing an approachable, efficient, and accurate information service to students and staff.

- Develop administrative and communicative procedures to enhance and optimise delivery of the undergraduate programmes.

- Completing routine tasks in a reliable, informed, and punctual manner with excellent attention to detail.

- Working to adhere to confidentiality and data protection guidelines.

Initiative and problem solving

- Managing own workload with minimal supervision, and taking responsibility for advising academic staff and colleagues of upcoming deadlines, in order to ensure timely completion of tasks

- Exercising initiative in the development of the UG programme in relation to its agreed objectives.

- Responding proactively to feedback from students and raising concerns or escalating where appropriate to the UG Programme Manager. Present student feedback at the Teaching Team meeting where appropriate

Liaison and networking

- To liaise with internal and external stakeholders to organise and publicise undergraduate events.

- To liaise with divisions across the School to ensure smooth and effective operation of undergraduate processes in the departments.

- To establish strong links with relevant contacts in central administration to develop and share best practice and to keep up to date on School procedure and policy changes

- To represent the department at student facing events as required.

Note

The LSE has a progressive pay structure that rewards you with annual pay increases up to a certain level as you develop in your role. We also provide for further reward past this point in the form of further pay increases based on exceptional performance.

Flexibility

To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.

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

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the

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.