



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: Executive Programmes Administrator, School of Public Policy

Department: School of Public Policy

Accountable to: Executive Programmes Manager

Job Summary:

The School of Public Policy at the LSE is looking for a Programmes Administrator to provide high quality and comprehensive administrative support to staff and students on the Executive Master of Public Administration (EMPA) and Executive Master of Public Policy (EMPP).

The EMPA and the EMPP are graduate-level modular degree programmes taught in intensive week-long and weekend teaching sessions, with a student demographic of mid-career professionals wishing to advance in the field of public policy and administration. The EMPA is an open-enrolment degree and the EMPP is a closed-entry degree for senior levels of the UK Civil Service. The two degrees share some teaching components and operate in tandem, consisting of 8 courses (modules) over 21 months.

The main areas of responsibility for the role are:

1. To provide a very high quality and comprehensive lead administrative support for the programmes.
2. To provide lead administrative support in the forward planning of the annual cycle of tasks and processes that underpin the programmes.
3. To manage student experience from orientation to graduation, seeking to enhance it wherever possible.
4. To provide administrative support to, and work with, academic faculty, the Executive Programmes Manager, the Programme Directors, the Academic Director, the Head of Programme Delivery and the Department Manager.

Some attendance at evening or weekend events is required. Time off in lieu will be offered for weekend and evening work.

Duties and Responsibilities

The key duties associated with this post are as follows:

Service Delivery

- To act as lead point of contact for students, using detailed and specialist knowledge to promote the services of LSE and the School of Public Policy, responding promptly to requests for information and advice and ensuring that appropriate help and assistance is provided.
- To ensure service delivery for premium fee paying students is smooth and provides the very highest levels of service.



- To adjust processes and working methods proactively to improve service levels, on the basis of reflection and feedback, taking responsibility for such improvements.
- To lead administrative support in the orientation programmes for new students.
- To maintain levels and accuracy and timely turnaround of service at peak times.
- To respond to student, teaching team, staff and visitor requests for information and support, promptly and effectively; whilst also utilising tact and discretion when necessary.
- To ensure that individual assessment arrangements (Inclusion Plans) are adhered to, liaising closely with LSE's Disability and Wellbeing Service.
- To lead on the assessment submission processes, providing guidance for students, processing submitted assignments and coordinating the marking process. This will include identifying any potential cases of assessment misconduct using the Turnitin software.
- To ensure assessed coursework, grades and examination results are recorded accurately and released in an appropriate and timely manner.
- To provide lead administrative support for the examination processes, from the production of exam papers to the arrangement of Exam Sub-Board meetings (for classification) and the processing of final results, in liaison with external examiners and Exam Sub-Board Chair.
- To understand and abide by LSE's regulations and legislation regarding data protection, freedom of information and recorded student information, for example individual assessment arrangements and exceptional circumstances documentation.
- To lead the process of updating programme regulations, course (module) guides and prospectus entries.
- To attend and actively participate in promotional events, receptions and seminars within the Department.

Planning and Organising Resources

- To take the lead in planning and organising the logistics of all modules, ensuring that they are carried out within a specified budget.
- To provide lead support with all planning relating to the core courses and course choice process; including maintaining Moodle pages, organising the production of reading lists and ordering case studies as required.
- To organise and plan for events, receptions, seminars and conferences for the programmes and work with colleagues within the Department to develop and promote these activities.
- To lead the organisation for Student Representative elections/nominations.
- To assist the Programme Directors, Executive Programmes Manager and Head of Programme Delivery with teaching planning.
- To support all administrative activities relating to the LSE graduation events, in conjunction with the LSE Ceremonies Office.
- To ensure prompt authorisation of invoice payments and to maintain financial records when requested by the Executive Programmes Manager.
- To assist with preparations for Teaching Quality and other School reviews.

Communication

- To act as a focal point of first contact for offer holder and student enquiries, providing appropriate and timely advice and guidance on Programme, Department and School procedures.
- To assist with and advise on offer holder and student enquiries in an informative and timely manner, providing high levels of customer service and advice on Department and LSE procedures.
- To help organise and present orientation briefing sessions for students, explaining a range of information clearly and accurately.
- To help oversee the management of the shared mailbox, ensuring queries are responded to in a timely, accurate and professional manner.
- To design, edit and maintain the programme Moodle pages and provide guidance and advice to staff and students.



- To assist with the implementation of the Department's communication strategy, updating social media platforms and student bulletins as required.
- To maintain confidentiality and observe discretion over sensitive matters.

Initiative and Problem Solving

- To proactively approach the role and use own initiative to evaluate and improve working practices and procedures.
- To take responsibility for analysing data from a range of sources (surveys, feedback, committee meetings) to provide the academic leadership with suggested improvements in the scope and delivery of the programmes.
- To represent the programme at Student Representative meetings and at the Department Teaching Committee to identify solutions to problems and queries raised.
- To discuss issues raised at Student Representative meetings with the Programme Directors, Head of Programme Delivery and teaching faculty to find effective solutions.
- To identify potential areas of development to enhance student support and the overall student experience.

Liaison and Networking

- To develop and maintain links with other School of Public Policy Professional Services Staff and other teams across LSE to share, formulate and improve best practice.
- To support close links with alumni and increase alumni engagement and investment in the programmes.

Teamwork and Motivation

- To line-manage temporary staff at peak periods, for example in preparation for orientation or for results processing.
- To attend and contribute to relevant Programme and Departmental meetings.
- To contribute to inter-team projects across the School of Public Policy as required.
- To be a proactive member of the Department's Professional Services Staff team.

Pastoral Care and Welfare

- Provide advice to students regarding welfare issues or queries, referring to and promoting the School's support services.

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.



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**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.