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: Programme Administrator - Assessments (Global Programmes)

Department/Division: LSE Extended Education
Accountable to: Assessment Manager (Global Programmes)

Overview of the Unit

The mission of LSE is to make a positive difference to the world through bringing research-based knowledge to public problems and educating students with the capacity to lead in solving those problems. The Extended Education division is a highly successful and commercially focused division that comprises of two global offerings that bring the LSE experience and education to a wider audience.

- The LSE Summer School enjoys a truly global reputation, as the largest in the world in terms of global intake. The programme typically attracts over 8,500 enrolments from over 90 countries worldwide, across 120 courses run over the course of nine weeks.
- Through LSE-designed University of London Global Programmes, over 10,000 students worldwide currently study with us online or at one of 30 recognised teaching centres.

The courses, degrees and diplomas we offer across this diverse and dynamic portfolio provide a significant revenue source for the school, generating critical funds to invest in LSE's world-leading teaching and research. We operate in increasingly competitive markets and have ambitious targets for growth.

Summary of role

The Programme Administrator (Assessments) plays a vital role in supporting the effective administration and delivery of the Global Programmes assessment and examination processes. The ideal candidate will be detail-oriented and proactive, with excellent organisational and communication skills, and a commitment to delivering high-quality service in a dynamic, fast-paced environment. You will bring proven experience in administrative support, with a strong ability to manage multiple tasks and respond to enquiries with accuracy and professionalism.

Working closely with the Assessment Manager and Assessment Officer, the postholder will provide comprehensive support across a range of activities, including:

- Supporting the administration and delivery of the assessment operations for the EMFSS programmes.
- Coordinating the nomination and appointment of Examiners, ensuring compliance with established procedures.
- Managing assessment-related enquiries from students, academic staff, and global partners, ensuring timely and accurate responses across all communication channels.
- Supporting the full assessment cycle, including paper setting, marking distribution, and mark entry, in collaboration with University of London colleagues.

Duties and Responsibilities

Assessment and Examinations

- Provide administrative support to help ensure that the assessment process runs effectively, working closely with the Assessment Manager and Assessment Officer.
- To support the Assessment Manager and Assessment Officer in ensuring Examiners are appropriately nominated and appointed through agreed procedures and that they are fully supported in undertaking their responsibilities through management of communications and compiling information.
- Manage the shared inbox and respond to enquiries accurately within 2 working days.
- Respond to oral and written enquiries, interpreting regulations and guidance as required.
- Liaise with colleagues from a variety of teams within the University of London to support the Examinations process throughout the annual cycle (Including paper setting, marking distribution and mark entry).
- To provide administrative support for assessment-related projects that may arise within the unit, through effective coordination, information gathering, and documentation.
- To assist with the resolution of any potential problems arising during the assessment session.
- To support the coordination of paper setting and scrutiny processes
- To assist with the formatting of examination papers and commentaries.
- To support the coordination of the marking process and Examiners' Commentary setting.
- To co-ordinate with the relevant Teaching Centre(s) to collate mock exam papers and commentaries for publication on the VLE.
- Work with colleagues at the University of London to provide academic references for students.
- To coordinate the printing and distribution of Prizes.

Programme & General Administration

- Provide general administrative support for the wider LSE Global Programmes team.
- Liaise with colleagues at the University of London to obtain information, request printed materials, request accounts, arrange bulk emails and to keep them informed of developments.
- Liaise with faculty and members of the School's directorate contributing to the programme to arrange meetings or book relevant travel and accommodation.
- Develop and maintain strong working relationships with key internal and external stakeholders.

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.