



## 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

**Department/Division:** Marshall Institute

**Accountable to:** Programme Manager

### Job Summary

- To provide overall administrative support from admission through to graduation on the EMSBE, and other Marshall Institute teaching programmes where appropriate.
- To provide a high and comprehensive level of administrative support to the teaching team, students on the EMSBE, and other Marshall Institute teaching programmes.
- To work with academic members of the Marshall Institute, Department of Management, and other internal and external stakeholders to support the EMSBE and other Marshall Institute activities.

### About the Executive MSc Social Business and Entrepreneurship

- The Executive MSc in Social Business and Entrepreneurship (EMSBE) is a collaboration between the Marshall Institute and the Department of Management and its aim is to integrate social purpose and impact with high level business skills.
- The EMSBE is a modular, part time degree aimed at working professionals.
- The programme is designed to attract candidates with a minimum of 4 years of work experience who are employed while undertaking the degree.
- The programme consists of six intensive in-class modules (of one to two weeks duration) taught on the LSE campus.

Please note some weekend and evening work will be required during orientation, events and modules.

### Duties and Responsibilities

#### Marketing and Admissions:

- To assist the team in handling all programme enquiries as required, including liaising with the Graduate Admissions Office where necessary in order to resolve application enquiries.
- To assist in handling applications from the Graduate Admissions Office as required.
- To attend promotional events for all programmes as required.
- To assist in the development of marketing materials where necessary and attend marketing meetings as required.

#### Planning and Organising Resources:

- To oversee the daily administration of the EMSBE and other programmes within the Marshall Institute portfolio.



- To oversee the logistical organisation of the on-campus teaching sessions for the EMSBE, and other Institute teaching programmes where necessary.
- To provide administrative support as required to new programmes that become part of the Marshall Institute portfolio.
- To ensure that teaching sessions are carried out within a specified budget.
- To undertake all administration relating to the EMSBE courses; including maintaining Moodle pages, reading lists and ordering case studies as required by the teaching team.
- To undertake the annual updating of the Programme Regulations, Course Outlines and Programme Handbook in conjunction with the Programme Manager.
- To take the lead in planning and organising all student events, both on and off campus.
- To manage all assessment processes (including distributing assignments, ensuring student papers are recorded and run through plagiarism detection software, distributing papers for marking, liaising with the external examiner, collating and distributing grades, and preparing paperwork for exam boards) and ensure results are recorded accurately and distributed in an appropriate and timely manner.
- To assist the Programme Manager and faculty with preparations for Teaching Quality and other School reviews.
- To undertake hotel and travel arrangements for academic visitors and guests of the Institute and monitor travel expenditure, regularly updating the Programme Manager.
- To organise teaching evaluations.
- To liaise with Timetables in securing and confirming teaching space for all EMSBE teaching sessions.
- To carry out any other administrative responsibilities as required by the Programme Manager and the Marshall Institute.
- To liaise with the Programme Manager regarding student requirements.
- To ensure prompt authorisation of invoice payments and to maintain financial records when requested by the Programme Manager.
- To provide support for organisation and coordination of alumni related activities.
- To deputise for the Programme Manager when required.

#### **Communication:**

- To regularly interact with the Programme Team regarding a range of student and programme related issues.
- To act as the first point of contact for all students, escalating issues to the Programme Manager where necessary.
- To contribute to the maintenance of student and alumni LinkedIn groups.
- To assist the Programme Manager in pre-programme communications with offer holders.
- To update and maintain pre-programme materials and student handbooks.
- To attend, contribute to, and service the Teaching Meetings, Class Representative Meetings, Exam Board, and other meetings as required, and ensure that agendas and minutes are circulated where necessary.
- To dispatch correspondence and circulate documentation as required by the Programme Team.
- To deliver briefings where necessary to students during modules.

#### **Liaison and Networking:**

- To liaise with departments across the School, in conjunction with the Programme Manager, to implement and develop best practices for programmes, with a view to maintaining and enhancing School processes.
- To liaise with the School Registry to organise visa verification sessions for applicable students.
- To assist in all exam board processes and take the lead in all communications with External Examiners.



- To build and develop effective working relationships with all programme stakeholders, both internal and external.
- To manage relationships with the Department's external contacts including industry professionals such as guest speakers.
- To demonstrate proactive involvement in measures to promote the Marshall Institute teaching programmes within the School and externally.

**Teamwork and Motivation:**

- To be an actively contributing member of the Marshall Institute.
- To work effectively with other administrators within the School and external organisations.
- To consider and suggest improvements to the services provided to students in order to formulate and promote best practice.

**Service Delivery:**

- To respond to applicant and student enquiries in an informative and timely manner.
- To maintain a high level of customer service to all students, faculty, and both internal and external stakeholders.
- To respond to student, staff and visitor requests for information and support, promptly and effectively.
- To evaluate and give advice to students as required regarding welfare issues or queries; following standard School procedure and referring issues on as required.
- To ensure all offer holders receive the information they require prior to starting the programme, such as IT access, course registration and readings.
- To respond to enquiries from stakeholders at all levels in a professional manner, adapting the approach accordingly.
- To understand and abide by the School's regulations and legislation regarding data protection, freedom of information and recorded student information, for example Individual Student Support Agreements and mitigating circumstance report forms.
- To ensure that all work is completed in a timely manner, with the utmost attention to detail.

**Initiative and Problem Solving:**

- To proactively approach the role and use own initiative to evaluate working practices and procedures both at own and Institute level, where appropriate.
- To give appropriate support and advice to applicants and students as required.
- To discuss issues raised at Class Representative meetings with the Programme Team and look for effective solutions.
- To identify potential areas of development for student support and methods of implementation.

**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.