



## 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:** Management

**Accountable to:** Programme Manager

### Job Summary

The Programme Administrator will provide high quality and comprehensive administrative support to staff and students on our degree programmes. The role will be allocated to certain programmes and elective courses (modules), as defined by the Programme Manager and Head of Programme Delivery. The post holder will also undertake forward planning of the annual cycle of tasks and processes which underpin the programmes; this will involve supporting students from induction through to graduation.

The main areas of responsibility for this role are:

1. To provide lead administrative support for the Department's degree programmes.
2. To provide a high, comprehensive, and knowledgeable level of administrative support to the teaching team, students, offer-holders and departmental colleagues who contribute to the programmes.
3. To provide lead administrative support in the forward planning of the annual cycle of tasks and processes that underpin the programmes.
4. To manage student experience and seek to enhance it wherever possible.
5. To provide administrative support to, and work with, academic faculty, the Programme Manager, the Programme Directors, Head of Programme Delivery and the Department Manager.

### Duties and Responsibilities

#### Programme administration

- Liaise with Programme Directors and the Graduate Admissions Office to monitor and review application information and respond to applicant enquiries.
- Manage the annual updating of programme regulations, course (module) guides and prospectus entries.
- Organise the annual Timetabling returns for lectures and classes in conjunction with other Administrators and the Academic Planning Manager.
- Manage course (module) selection, administration and seminar sign-up via the student portal.
- Co-ordinate the purchase, collation and reproduction of study materials.
- Provide lead administrative support in the induction programmes for new students at the start of each academic year.



- Help allocate academic mentors and coordinate the allocation of dissertation supervisors.
- Organise the student representative elections.
- Service and write minutes for the Staff Student Liaison Committees, Programme Steering Committees and other ad hoc working groups, as required.
- Identify areas for improvement, responding to and proactively seeking feedback from students and academic faculty.
- Provide advice to students regarding welfare issues or queries, referring and promoting LSEs support services.
- Provide lead administrative support for the examination processes, from the production of exam papers to the arrangement of Exam Board meetings and the processing of final results, in liaison with external examiners and Exam Board Chairs.
- Coordinate the assessment and dissertation 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 Turnitin.
- Ensure assessment results are recorded accurately and distributed in an appropriate and timely manner.
- Help implement individual assessment arrangements ('My Adjustments'), liaising closely with the Programme Manager and the School's Disability and Wellbeing Service.
- Ensure prompt authorisation of invoice payments and maintain financial records when requested by the Programme Manager.
- Support close links with alumni and increase alumni engagement and investment in the programmes.
- Understand and abide by LSE's regulations and legislation regarding data protection, copyright licensing, freedom of information and recorded student information.

### **Event management**

- Help organise and present Pre-Sessional and Welcome briefing sessions for students, explaining a range of information relating to the programmes and LSE's regulations clearly and accurately.
- Help organise and attend promotional events, current student events and seminars for the programmes, working with colleagues across the Department.
- Support all administrative activities relating to the LSE graduation events, in conjunction with the LSE Ceremonies Office.

### **Communication**

- Act as a focal point for applicant, student and academic faculty enquiries in an informative and timely manner, providing high levels of customer service and advice on Department and LSE procedures.
- Manage relevant shared mailboxes, ensuring queries are responded to in a timely, accurate and professional manner.
- Design, edit and maintain the Moodle pages for each programme and provide guidance and advice to academic faculty.
- Support the production of a weekly student newsletter for each programme, contributing content throughout the year.
- Assist with the implementation of the Department's communication strategy, updating social media platforms and student bulletins as required.
- Develop and maintain links with other Department of Management Professional Services Staff and other teams across the School to share, formulate and improve best practice.

### **Teamwork and Motivation**

- Attend and contribute to relevant Programme and Departmental meetings.



- Be a proactive member of the Department's Professional Services Staff team.
- Support and supervise the work of the Programme Coordinators, providing advice and guidance when required.

#### **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.