



## 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:** Senior Graduation Administrator

**Department/Division:** Academic Registrar's Division / Student Services Centre  
**Accountable to:** Communications and Events Manager

### Job Summary

The Student Services Centre (SSC) is responsible for undergraduate and taught postgraduate student support and administration. Its service portfolio comprises orientation, induction, results, graduation, student record functions, appeals, academic misconduct, student advice and UK visa advice and compliance. Within the SSC, the team is responsible for registration, student records, course/module selection, examinations, results and graduation ceremonies.

The postholder's key responsibilities are to:

- Manage the School's graduation ceremonies in the UK and overseas
- Assist with day-to-day Student Services business
- Deputise for their line manager as appropriate.

### Duties and Responsibilities

#### Graduation Ceremony Duties

- To plan and organise the School's graduation ceremonies, including:
  - Managing and maintaining master lists of attendees (graduands, guests and staff), liaising with Student Services and other colleagues to ensure each list remains accurate throughout the examination board and results process
  - Responsible for updating the graduation webpages
  - Managing and maintaining the graduation communications circulated to students and staff; liaising with the Communication and Events Manager as necessary
  - Managing ticket allocations for graduands and their guests
  - Liaising with colleagues in other service divisions and academic departments to ensure participants are clearly briefed and that supporting services are delivered
  - Liaising with internal and external suppliers, such as printers, catering, photographers and gown providers, over bookings, logistics, space allocation and the student experience
  - Work with colleagues from services across the School, including the Design Unit, to project manage the publication of set pages within the Graduation brochure, the complete graduation slide show and the graduation flyers and posters
  - Alongside the Communications and Events Manager, liaise with the Design Unit to maintain and develop Graduation branded materials
  - Allocating professional services staff and recruiting temporary staff to key roles for each ceremony and providing appropriate training



- To manage customer care throughout the graduation process
- To implement and develop procedures for managing graduation requirements and complaints
- To assist the Communication and Events Manager at time of tender; ensuring the provision of key graduation services such as academic dress and photography are secured in time for the ceremonies
- To gather and analyse feedback from all stakeholders in order to brief senior managers and to ensure continuous improvements are made.
- To help develop suggested improvements and projects from consultation stage through to implementation.

At the time of writing, the School holds London-based ceremonies over the course of three days in July; eight ceremonies in total, and over the course of four days in December; ten ceremonies in total. A Beijing-based ceremony takes place in August and there is occasionally one further overseas ceremony, which usually forms part of a high-profile research / networking event run by the School. The number, timing and venue for ceremonies can be subject to change according to School and student requirements. The postholder is expected to be flexible and responsive to requirements. This also includes being willing and able to work extended hours during and sometimes in the run up to graduation ceremonies as required (TOIL/time off in lieu will be given for any overtime worked to deliver business critical work).

#### **Communications and Events Team Duties**

- To assist with the delivery of all key events within the Communication and Events Team remit; including graduation ceremonies and Welcome; providing support to the Communications and Orientation Officer during Off Campus Support Scheme mentor training and Welcome, as necessary.
- To attend and make active contributions to reviews, de-briefs and meetings, either team based or individual
- To deputise for the Communication and Events manager as required and as appropriate
- To delegate graduation related tasks to the Administrator (SSC Events & Team Support) and supervise them as needed
- Occasionally update and maintain Student Services' websites as required, in the absence of/in support of, the Communications and Orientation Officer

#### **Student Services/General Duties**

- To provide information and specialist advice on Student Services policies and procedures to colleagues, students and other parties
- To assist with the preparation and maintenance of Student Services process manuals, including (but not limited to) those relating to ceremonies
- To undertake regular shifts on the Student Services Centre counter, responding to student enquiries in a helpful, friendly and accurate manner
- To advise and assist colleagues in the development and use of basic IT reports used as part of the day-to-day duties of the Student Services teams
- To support the work of temporary staff, including providing advice and training as appropriate
- To attend and make active contributions to Student Services meetings, either team-based or individual
- To ensure that records (both electronic and paper-based) are maintained accurately and in accordance with local and Data Protection Act requirements
- To fulfil requests for documentation or information from students or staff
- To advise managers in the Student Services Centre of potential improvements to services or processes, as and when they are identified
- To undertake additional duties that may reasonably be assigned by the Communications and Events manager or other senior managers in the Division.

**Flexibility**

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the demands 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.