



## 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:** Graduate Admissions Premium Service Manager (Global Partnership Programmes)

**Department/Division:** Graduate Admissions, Recruitment & Admissions – Academic Registrar's Division (ARD)

**Accountable to:** Deputy Head of Admissions (Graduate)

### Job Summary

- To lead and actively manage the annual cycle of admission to LSE's global partnership programmes (GPPs), including double degrees, joint degrees, taught exchange programmes and research exchange programmes.
- To take lead responsibility for the effective and efficient running of in-person events with students at LSE or partner institutions (co-ordinating input from various LSE sources), and to arrange for webcasting of these events for students at partner institutions further afield.
- Take sole responsibility for the management and decision making related to all operational and financial matters related to the in-person events.
- To take the lead in liaising with colleagues across LSE and at partner institutions providing intellectual leadership for the designing, planning, and improving the student experience for GPPs, particularly during their registration at partner institutions.
- To provide expert operational guidance on the development of new programmes, ensuring that they are operable within the framework of existing GPPs.
- To take the editorial lead on the annual update and editing of guidance to graduate selectors regarding the equivalence of international qualifications.
- To devise and take responsibility for running audit reports on the work of the Graduate Admissions Office (GAO) to improve data integrity and to correct processing errors.
- To support the work of GAO in providing a full professional administrative support service for all central Graduate Admissions functions.
- To check offer and confirmation decisions.
- To line manage grade 4 Senior Graduate Admissions Administrator and temporary staff.

### Key Responsibilities

To take lead responsibility for specialised areas of work in the GAO in the areas of:

- Global partnership programmes, including double and joint degrees, taught and research exchanges, occasional graduate students, PhD transfers, and Erasmus/Turing programmes
- Offer auditing: devising and running reports to identify data errors and training needs
- Equivalence of international qualifications annual review

For these key areas this includes (but is not limited to):

- Providing information to prospective applicants, applicants, offer holders and staff (both at LSE and partner institutions) by email, telephone, online chat and in person
- Planning and coordinating student events
- Processing applications and decisions
- Developing and maintaining office procedures and the procedural manual/wiki



- Maintaining and developing web and printed resources
- Researching key information
- Supervising the work of more junior members of the GAO, and providing training when appropriate to GAO and departmental staff
- Coordinating research as main editor of the Selectors' Handbook of equivalence of international qualifications

## Duties and Responsibilities

### Communication

#### Non-standard programmes

- To maintain the specialist inboxes: [grad.dual.degree@lse.ac.uk](mailto:grad.dual.degree@lse.ac.uk) and [ard.gao.research.exchanges@lse.ac.uk](mailto:ard.gao.research.exchanges@lse.ac.uk)
- To draft, in collaboration with the Graduate Admissions Management Team (GAMT), the text for standard emails and letters and update them where required so that they are lucid and perform the required function.
- To answer emails/telephone calls/in person enquiries received in a clear and appropriate manner providing accurate and up to date information.
- To process decisions and to issue offer letters for specialist programmes.
- To be responsible in writing and sending out termly electronic newsletters to successful applicants.
- To keep admissions procedures under constant review with a view to their being exhaustive, accurate, clear and up to date.
- To ensure that relevant parts of the Graduate Admissions website and procedure wikis are accurate and kept up to date.
- To communicate with programme managers and administrators at partner institutions ensuring the smooth running of shared operations.

#### International qualifications

- To maintain the specialist inbox: [ard.gao.international.qualifications@lse.ac.uk](mailto:ard.gao.international.qualifications@lse.ac.uk)
- To be the lead contact for queries from GAO and other LSE staff relating to the equivalence of international qualifications.
- To answer emails/telephone calls/in person enquiries received in a clear and appropriate manner providing excellent information.
- To liaise with academic and Student Marketing and Recruitment Office (SMR) staff sharing information about international qualifications and institutions.
- To liaise with other institutions regarding international qualifications and institutions.
- To offer advice on relevant sections of graduate publications such as the Graduate Prospectus.

#### Service Delivery

- To check offers and confirmations which have been processed by other team members within agreed turnaround times, both for Global Partnership Programmes and standard programmes.

#### International qualifications

- To be the lead editor of the qualifications section of the Selectors' Handbook, making all required changes and ensuring accuracy and attractive presentation.
- To update the webpages where the international qualifications are hosted
- To coordinate research using a variety of sources of information, including institution rankings and education systems, competitor requirements and academics' personal experience.
- To work with the GAMT on the remainder of the selectors' website.



- To deliver accurate, evidence-based information to GAO and departmental staff.

#### **Non-standard programmes**

- To ensure the timely processing of Graduate Admissions applications and despatch to academic departments within operational targets.
- To be responsible in maintaining the database of applicants and update in accordance with procedures.
- To undertake and maintain filing of electronic files and documentation as required.
- To participate at Graduate events as specified by the Head of Admissions.
- To answer emails in accordance with the parameters established in the customer service strategy.
- To actively scrutinise the database for data inaccuracies and report these to the Deputy Head of Admissions (Graduate)
- To put forward process improvements for the consideration of GAMT.
- To annually review in conjunction with the GAMT the contents and language used in relevant database letters.
- To recommend enhancements to existing letters and recommend new database letters.
- To draft and circulate termly e-newsletters to offer holders.
- To ensure that offer holder information for students who applied to partner institutions is gathered completely, accurately and on time.

#### **Audit reports**

- To devise and run reports to check the accuracy and efficiency of GAO procedures
- To clean data as appropriate
- To communicate with GAMT regarding training needs as appropriate
- To follow up with departments regarding overdue decisions

#### **Planning and organisation**

- To ensure that correspondence received is appropriately prioritised and properly processed within the performance targets set.
- To assist in the planning and organisation of the team, ensuring that staff are adequately trained and equipped to undertake assigned tasks.
- To monitor and/or initiate tasks which occur on a yearly or infrequent basis eg issuing of deferred offers, registration letters etc, and to contribute to the operational calendar.
- To discern potential problems that may affect performance and act to minimise disruption.

#### **Teamwork and Motivation**

- To be a proactive member of the Graduate Admissions Team participating in all areas and carrying out duties as required
- To liaise with team members and meet target objectives established by the School's planning committee (APRC) or set by the Head of Admissions
- To motivate others in the team and encourage teamwork and a flexible approach to achieving the team's aims
- To represent the section at ARD working groups and central administration meetings, such as staff briefings, Business Group, and report back to the team
- To supervise and provide support to new staff and temporary agency workers in the absence of the GAMT
- To coordinate the day-to-day operations of specialists/administrators in the area of non-standard programmes



### **Liaison and Networking**

- To develop and maintain good, trusting working relationships with academic departments at the School and in partner institutions – to answer their procedural queries regarding admissions processes/procedures and wider School policy.
- To manage ad hoc deviations from standard GAO practice and minimise disruption (e.g. collection of incomplete files).
- To liaise with the GAMT on the creation and maintenance of database letters.
- To liaise with the Technical Specialists on the development of the admissions databases.
- To advise the GAMT on staff issues, technical problems and the general status of work in the specialist areas.
- To liaise with departments regarding graduate applications.
- To liaise with Graduate Admissions Team regarding the status of applications.
- To support the Student Services Centre with the handling of Graduate Admissions enquiries.
- To liaise with applicants by e-mail regarding the status of applications and admissions.
- To initiate and develop good working relationships with departmental admissions staff.
- To liaise with the Global Office, partner institutions, LSE academic departments and the LSE Registry team to improve the administration of double degree programme admissions processes.
- To liaise with the Student Advice and Engagement Team (SAET) regarding immigration matters for applicants to non-standard programmes.

### **Decision making**

- To make recommendations on changes to central Graduate Admissions procedures.
- To assist the Head of Admissions in setting the short-term aims and objectives for the GAO, within the context of the overall mission, aims and objectives for the Academic Registrar's Division and the School Strategic Plan.
- To identify weaknesses and gaps in any GAO functions or services and suggest additions or amendments to procedures.
- Publications - to make recommendations for enhancements to the Graduate Admissions website, Graduate Prospectus, Selectors' Handbook, and Offer Pack.

### **Initiative and problem solving**

- To co-ordinate and undertake project work, as requested by the Head of Admissions, relating to key aspects of admissions practice to influence institutional policy.
- To identify any needs for changes in GAO procedures resulting from the observation of the system and communication with applicants.
- To suggest improvements and changes to procedures to prevent problems from recurring.
- To operate at a high level of problem solving where necessary to resolve unforeseen issues.

### **Investigation, analysis and research**

- To use standard audit reports for data cleaning and to suggest new reports to identify potential problem
- To create data searches for the tracking and assembling of files for internal and external use.
- General fee assessment
- To keep abreast and inform colleagues of relevant changes in areas of legislation affecting the work of the office, such as the Equality Act, Freedom of Information Act and Data Protection Act
- To carry out research into competitor literature, services and web information
- To analyse and evaluate new processes and external information to improve best practice at LSE
- To consider new facilities/services offered by suppliers and to evaluate their potential effectiveness within GAO
- To keep abreast and inform colleagues of relevant changes in areas of legislation affecting student visa/PBS.
- To keep abreast and inform colleagues of relevant changes to the Economics programmes.



- To contribute to the creation of surveys for data collection within internal and external populations (e.g. selectors, applicants, enquirers)
- To undertake specific research as requested.

#### **Coaching, development and instruction**

- To provide guidance and mentoring to new staff and temporary agency staff as requested by the Graduate Admissions Management Team, particularly with regard to equivalence of international qualifications and offer processing
- To line manage junior members of the team/temporary staff
- To share expertise within the team, particularly in specialist areas
- To remain up-to-date with new developments in internal and external processes, and to share knowledge wherever needed
- To deliver training on specific areas of admissions processes to new and temporary agency staff as requested by the Graduate Admissions Management Team
- To suggest improvements to training modules and evaluation procedures
- To take joint ownership of the Graduate Admissions Procedures Wiki
- To inform colleagues of relevant procedures and events in other teams arising from liaising with other teams.

#### **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.