



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 post holder.

Job title: Deputy Department Manager (Teaching)

Department/Division: Sociology

Accountable to: Department Manager

Job Summary:

The main purpose of the role is to ensure the effective delivery of the Sociology department's undergraduate programme and a wide range of taught postgraduate programmes. To drive and implement the administrative planning of the Department's teaching administration, under the direction of the Department Manager and Head of Department. This includes managing all aspects of the administration of the teaching programmes and requires the post holder, amongst other responsibilities, to (i) act as the senior administrative contact for all the department's UG and MSc teaching programmes, (ii) communicate effectively with a wide range of staff, students, internal and external stakeholders; (iii) work closely with the Director of Undergraduate Studies, Director of Taught Postgraduate Programmes and MSc programme directors to actively contribute towards the annual planning process; (iv) line-manage a team of programme managers and the student experience and engagement coordinator; and (v) contribute constructively to the professional services team and the wider Department. To be prepared to attend School meetings and join working groups.

Duties/Responsibilities

Communication

- To have day to day operational oversight of the Department's UG and MSc programmes, including line management of PS staff, escalating matters to senior colleagues, as necessary.
- To ensure that stakeholders are effectively provided with information, advice and guidance on all aspects of the UG and MSc programmes.
- To develop and implement strategies, including via social media, Student Hub, etc., to ensure effective communication both with and between groups of stakeholders e.g. offer holders and current students.
- To develop and implement marketing and recruitment strategies to ensure that offer targets are met and that the programmes attract the highest quality applicants.
- To oversee the preparation and maintenance of all programme and course materials in hard copy, electronically and online.
- To develop and deliver the Welcome Week induction sessions to new students.
- To provide expert advice and guidance to stakeholders on LSE rules, regulations and administrative processes.
- To ensure the maintenance of comprehensive manuals/'how to' guides for all relevant administrative processes.
- To provide written reports for consideration by senior colleagues both in the Department and across the School.
- To attend, contribute to and report back from School-wide fora.



- **To work with PS and academic colleagues on student experience activities and student surveys**

Teamwork & Motivation / Team Development

- To have line management responsibility for a team of programme managers and the student experience and engagement coordinator, including overseeing their work and undertaking their career development reviews, etc.
- To work closely with academic and professional services colleagues to ensure effective service delivery.
- To recruit, train and develop staff as appropriate.
- To actively contribute to the team and the wider Department, providing suggestions for improvement and development and participating in activities not necessarily linked to the BSc and MSc programmes.
- To actively seek out personal and professional training and development opportunities.
- To participate constructively in team meetings, one-to-one meetings and wider Departmental meetings.
- To offer ad hoc support to other team members during busy periods and provide cover during periods of absence.
- To aim for inclusivity in all decision making

Planning and Organising Resources

- To oversee the annual planning process for the UG and MSc programmes. This includes proactively identifying potential issues; the clear communication of deadlines; accommodating School initiatives, especially those concerning the student experience, and providing accurate management information.

To oversee the organisation of undergraduate and taught postgraduate student engagement events and activities.

- To oversee the administration of all assessments including examination materials, external examiners, student entries, marking, exam board meetings, student appeals and academic misconduct.
- To oversee the management of the UG and MSc programmes, including, but not limited to, admissions, timetabling, annual course guide reviews, programme regulations, handbooks, and programme monitoring and review.
- To oversee teaching timetables and course selection activities for the UG and MSc programmes.
- To plan, prioritise and organise own day-to-day work in accordance with deadlines and agreed objectives.
- To proactively develop and manage administrative systems and processes to ensure the effective delivery of the programmes.
- To provide information and updates on related programme related matters for new and continuing academic and teaching staff.

Initiative and Problem Solving

- To make independent operational and strategic decisions on a daily basis; to work with very minimal supervision; and to use initiative and sound judgement to solve day-to-day issues with flexibility and timeliness.
- To use creativity to solve problems where the solution is not immediately apparent.
- As a senior member of the administrative team, to be able to make constructive and authoritative recommendations on issues, which are not necessarily related to the UG and BSc programmes, to senior colleagues both in the Department and across the School.
- To draw upon informed understanding of School procedures and effectively utilise the available information resources to resolve complex issues.
- To identify and advise the relevant decision-making authority with regard to matters exceeding realm of competence.



Liaison and Networking

- To work closely with the Director of Undergraduate Studies and Director of Taught Postgraduate Studies, programme directors and course teachers to ensure that the programmes remain aligned with student expectations.
- To liaise with a variety of key personnel and Departments across the School to ensure the effective delivery of the degree programmes and a high quality student experience. This includes liaison with the Academic Registrar's Division and other areas of the School on regulatory matters and the implementation of new processes or guidance, such as the Academic Code.
- To represent the Department and School at internal and external events.
- To actively contribute to internal and external networks and build links for the benefit of the programmes and the Department.
- To work closely with Departmental and School staff to identify areas of collaboration, knowledge sharing and service improvements.

Service Delivery

- To effectively manage all aspects of the administration of the programmes and ensure that appropriate quality assurance measures are applied.
- To act as a first point of contact for students who might be experiencing difficulty; proactively maintaining an up to date knowledge of the School's support service provision and referring students for advice and support where appropriate.
- To act as Secretary to the Departmental Teaching Committee and other Departmental meetings as required.
- To maintain an outstanding level of attention to detail in all aspects of the role.
- To undertake a process of continuous improvement to ensure that processes remain as effective as possible and that the highest levels of service delivery are maintained at all times.
- To understand the School and Departmental context and, in response to evolving Departmental needs, be able to proactively identify and progress other activities consistent with the grade of the post.

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](#)



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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.