



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: Programmes Administrator

Department/Division: Mathematics Accountable to: MSc Programmes Manager

Job Summary

To provide high level and comprehensive administrative support to the staff and students of the Department of Mathematics. Supporting the work of the Programme Managers and working with another Programme Administrator in delivering the undergraduate and postgraduate programmes but with specific responsibility for the MSc programmes. Responsibility for the organisation and delivery of a wide range of student events and activities. Acting as the first point of contact for enquiries to the Department's programmes (undergraduate and taught degrees). The postholder is expected to be proactive in reviewing systems and suggesting improvements.

Duties and Responsibilities

Programmes and Teaching support

- To manage School course and programmes reviews by collating and presenting course statistics, internal and external feedback, and research and presenting benchmarking information in collaboration with another Programme Administrator. Manage the departmental review cycle
- To circulate any Inclusion Plans to faculty and teachers as appropriate and offer support and advice implementing any reasonable adjustments recommended to support students' academic experience in collaboration with another Programme Administrator. Keep accurate records of all current students who have inclusion plans.
- Administrator and record teaching observations for all staff and class teachers in line with the departmental cycle
- MA425 project course support: Act as the main point of contact for all administrative, financial and event support for the MA425 Project and supporting the Project Coordinator and faculty responsible for this course. Co-ordinating the collection and distribution of student projects to the relevant stakeholders and gathering their feedback in August/September.
- To act as the main contact for Moodle queries, recommend assessment related improvements, maintain reading lists, and ensure programme-level sites are accurate in collaboration with the communications administrator and Eden
- To understand and abide by the School's regulations and legislation regarding data protection, freedom of information and recorded student information, for example individual assessment arrangements ('My Adjustments').
- Operating and maintain effective information systems (SITS/LSE for You) on student records (including marks, assessments, course and seminars, enrolments, course guides, survey data



checks and alumni)

Assessments

- Support the Programmes Manager in ensuring that all aspects of the examination process are in line with School regulations and understand when problems should be referred to the Programmes Manager and Deputy Head of Teaching.

Take responsibility for delegated areas of UG and MSc assessment processes: including

- Support the examination and assessment processes and procedures during the exam periods, ensuring that School policies are complied with and deadlines adhered to
- Support MSc examination and assessment processes and procedures for all MSc exam periods, ensuring that School policies are complied with and deadlines adhered to
- Assist with checking the exam timetable and coordinating co-timetables.
- Ensuring that exam cover sheets comply with School regulations;
- Ensuring that final exam papers are sent to the exams office by the deadline
- Support Programme Manager to prepare suspension of regulations requests in student cases of mitigating circumstances for submission
- Support with servicing Examination sub boards
- Assisting with final marks, including any mark changes, are sent to the exams office by the deadline
- Assisting with preparation of exam script marking allocations
- Organizing and managing dissertation /project/reports and submissions and circulating to the markers and the release of feedback to students
- Monitor originality scores on software Turnitin and alert the appropriate course leader to any cause for concern.
- Ensure MSc coursework/projects/dissertation/presentation grades and examination results are recorded accurately and maintained for subboards /consistency meetings.
- Responsibility for FOI/mark check requests

Student Communications and Events

- Act as first point of contact for all applicant and student enquiries with another Programmes Administrator in an informed and timely manner.
- To provide a high level of customer service and communicate complex information and advice on Department and School procedures. The post holder will also need be aware of the support services available with the LSE and be confident to pass matters to the Academic Mentor and Departmental Senior Student Advisor where appropriate. Attending workshops to keep up to date on latest advice to support students.
- Working with academics and MSc Programmes Manager to increase the visibility of the MSc programmes, manage post offer contact communications and graduate open events
- Gathering data related to MSc student admissions and outcomes to help promote the MSc programmes and undertaking research and training as necessary, to increase student numbers on programmes in line with the Departmental strategy.
- Supporting the Communication and Student Experience PSS with a range of student-focused events, receptions and seminars some of which may run in the evenings as required to deliver successful events.
- Supporting the Communications and Student Experience PSS with careers, graduation and alumni events
- To liaise with departments across the School in relation to implementing a range of activities: e.g. Student Services; LSE Library; LSE LIFE; Eden, Careers



- Manage and maintain the MSc study room
- Manage the Mathematics Teaching Inbox jointly with another Programme Administrator

General support:

To attend and contribute to, where relevant, Department and School meetings, and other department meetings as required.

- To contribute actively and positively to the effectiveness of the Professional Services team and to the Department's objectives.
- To work closely with the current Department Administration and Academic team to ensure a high standard of service is delivered to all stakeholders
- To organise and take responsibility for own workload.
- Helping at times of heavy workloads, as well as covering for colleagues during periods of sickness or annual leave.
- To proactively contribute to and support the implementation of best practice developments.
- To liaise with departments and divisions across the School in relation to implementing and developing a range of activities, e.g., Academic Registrars Division
- To proactively approach the role and use own initiative to evaluate working practices and procedures where appropriate.
- To provide an efficient, helpful, accurate and effective information service to students and staff, fostering a collegial atmosphere between departmental colleagues at all levels and in all staff groups.
- To respect the confidentiality of sensitive information, recognising where a problem should be referred elsewhere.
- 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.
- To undertake any other tasks required by the MSc and UG Programme Managers

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.

Free Speech

[The Code of Practice on Free Speech](#) outlines the responsibilities of LSE to protect and promote freedom of speech and academic freedom within the law for students, faculty, staff, and visiting speakers. It applies to all activities on LSE premises and those conducted in the name of the School or LSE Students' Union at any location. The Code confirms that LSE does not take formal positions on political or international issues but provides a platform for critical debate within the law, taking account of the various legislative requirements and the context provided by policies and procedures. Procedures are set out in the Code on how events must be arranged and conducted.