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: Undergraduate Programme Manager

Department/Division: Sociology   **Accountable to**: **Service Delivery Manager**

Job Summary

The primary purpose of the job is to manage the Sociology Department undergraduate programme, and to manage the forward planning of the annual cycle of tasks and processes which underpin the programme, answering queries and maintaining student records. The post requires the ability to work independently and with minimum supervision, often to strict deadlines and always to exacting standards. The post holder will provide administrative support to and work with academic members of the Sociology Department and the Department administration team. The post-holder will support the Service Delivery Manager in delivering all aspects of the Sociology Department's teaching portfolio.

Duties and Responsibilities

Programme Management

To proactively manage the administration of designated Sociology Department undergraduate programme, delivering a high level of customer service and developing a first-class experience for students, including:

1. Advising prospective and current students on issues relating to eligibility criteria, course choices and other course-related matters.
2. Drafting communication with offer-holders prior to registration, including welcome emails and reading lists.
3. Registration and induction of students, including orientation.
4. Allocation of academic mentors in conjunction with the Department Manager.
5. Assisting in training and advising academic staff on UG programme policies and procedures.
6. Management of the assessment process, including preparation of the assessed essay/exam question papers, preparation of Moodle pages for essay upload, maintaining records of examination entries, coordination of mark sheets and recording of marks, logging coursework and allocating markers, communication with markers and external examiners, communication with the Student Services Centre Exams and Results Teams, organisation of and secretary to exam sub-board meetings.
7. Organisation of and secretary to relevant department committees, including student/staff liaison committee, including – agendas, minutes, ensuring any actions are undertaken
8. Organisation of programme related events and communications in conjunction with the wider programmes team and Service Delivery Manager.

9. Maintaining and updating records on undergraduate course development and assessment.
10. Liaison with School divisions, including Student Services, ARD, Timetables.
11. To deal pro-actively, promptly and sympathetically with students and their enquiries.
12. To be the first point of contact for all queries relating to the Department of Sociology and the Sociology undergraduate programme.
13. To provide a high level of support to the Departmental Tutor, including monitoring student marks and course attendance, and alerting the DT to any anomalies or areas for concern in advance of the Exam Sub-Board Meeting.
14. To facilitate the referral of students' concerns to other administrative and faculty members in the Department or elsewhere in the School, as appropriate and in accordance with Department and School policy.
15. To ensure the maintenance of comprehensive manuals/'how to' guides for all relevant administrative processes.
16. Working with the PSS colleagues to ensure the Department of Sociology undergraduate programme web pages are current and updated, including programme and course content.
17. To maintain contact with alumni and build an alumni network, including the organisation of alumni-student networking events, in conjunction with other PS colleagues.
18. To manage information in Department and School student records systems (SITS).
19. To coordinate LSE Prospectuses, Course Outlines and Calendars in conjunction with the Service Delivery Manager and Deputy Department Manager, and to update information regarding these.
20. To oversee the annual update of the UG Student handbooks.
21. To develop and execute procedures for examination papers, in liaison with external examiners, exam sub-board chairs and support staff.
22. To produce management information regarding the undergraduate programme for the Service Delivery Manager, Director of Undergraduate Studies, Departmental Tutor and committees, using the departmental and School management information systems.
23. To develop and maintain links with programme administrators in other departments to share and formulate best practice.

Departmental Administration

1. To service the Sociology Hub office shared with colleagues.
2. To write content for the department website, including updating content, and designing new pages.
3. To train new admin staff and mentor new support staff as necessary.

Communication

1. To communicate procedural and operational issues succinctly and clearly.
2. To exercise professional discretion in handling confidential information.
3. To give advice and support to applicants and students as required.
4. To respond to enquiries promptly, effectively and tactfully.
5. To liaise with external organisations and individuals for undergraduate programme events organisation and publicity and liaise with LSE careers and Volunteer Centre in regards to work opportunities.
6. To develop and maintain communications channels with prospective students, offer holders, students and alumni, such as marketing materials and social media channels.
7. To commission news items or contributions as appropriate for the Department of Sociology UG web pages and newsletter.

Planning and Organising Resources

1. To ensure maximum efficiency in the use of available resources.
2. To plan and manage internal and public UG programme related events.

3. To develop administrative and communicative procedures to optimise the running of the undergraduate programme.

Initiative and Problem Solving

1. To display initiative and forward thinking in identifying potential issues and problems to be addressed and developing strategies for their solution.
2. To draw upon informed understanding of School procedures and effectively utilise the available information resources.
3. To learn enough about the School and the work of administrative staff in relevant Departments across the School to be able to assist students on a variety of topics.
4. To discuss issues raised at Student Staff Liaison Committee meetings with the Service Delivery Manager, Director of Undergraduate Studies and Departmental Tutor and provide an analysis of options available, giving preferred optimal solutions and following up to implement solutions.
5. To monitor the marks received by students and alert the Exam Sub-Board Chair to any anomalies or areas for concern in advance of the Exam Sub-Board Meeting.
6. To identify the relevant decision-making authority with regards to matters exceeding realm of competence.

Service Delivery

1. To provide accurate and up-to-date information on all matters relating to the undergraduate programme.
2. To respond rapidly and consistently to queries and issues arising in daily operation of the undergraduate programme.
3. To complete routine tasks in a reliable and punctual manner.
4. To monitor effectiveness of service delivery throughout the undergraduate programme. And use initiative to suggest improvements to process and procedures.
5. To ensure compliance with legislation and the School's policies and procedures.

Decision Making

1. To make informed decisions on issues relating to the running of the undergraduate programme in accordance with legislation and School policies and procedures.
2. To identify the appropriate extent of consultation with School staff where necessary and proceed with consultation and decision-making process independently.
3. To aim for inclusivity in all decision making
4. To document and demonstrate due care and attention in decision-making process.

General Responsibilities

1. To liaise with departmental, academic and administrative staff as appropriate.
2. To attend departmental and School committee meetings relevant to the role.
3. To assist with the induction arrangements for all new students.
4. To undertake any other tasks required by the Service Delivery Manager.

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.