



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: LSE LIFE Programme Manager (Personal and Professional Development)
Department/Division: LSE LIFE
Accountable to: Learning Developer for Personal and Professional Development (PPD)

JOB SUMMARY

LSE LIFE is the School's academic, personal and professional development centre for undergraduate and taught master's students. Housed in bespoke space on the ground floor of the LSE Library, LSE LIFE acts as a one-stop shop for the numerous developmental opportunities offered by different LSE services, and provides one-to-one support, workshops and large-group learning events, as well as courses and programmes running throughout the year, both on campus and virtually.

The work we do is articulated around three specific outcomes:

- Students feel supported in their academic undertakings at LSE, both in general and in their discipline (*academic stream*)
- Students feel connected to themselves and their future (*personal and professional stream*)
- Students feel connected to each other, to London, and to LSE (*community stream*)

LSE LIFE is looking to recruit an LSE LIFE Programme Manager who will help to deliver our personal and professional stream of activities. Reflecting the culture of the LSE LIFE team, we are looking for someone who is enthusiastic, flexible, and prepared to adapt to a changing environment. The post holder will work closely with the Learning Developer PPD and have the following main duties and responsibilities :

- Manage all existing personal and professional development programmes (e.g., LSE Laidlaw Scholars Leadership and Research Programme, LIFEwise), including communicating with internal and external stakeholders
- Support organising, coordinating, preparing, delivering, and evaluating all LSE LIFE personal and professional development activities (event communication, venues, catering, teaching material etc.)
- Curate under supervision internal and external resources such as LinkedIn Learning (or a similar platform)

To be successful in this position you will have knowledge and experience in:

- Project and/or events management, including project planning and budgeting
- Managing administrative tasks and processes

Optimally, you will also have experience and knowledge in at least one of the following areas:

- Student experience
- Personal and professional development and/or experiential learning
- Internal marketing and communications

Please note that hours of work will need to be flexible and may include some evenings and weekends.



DUTIES AND RESPONSIBILITIES

Teaching and learning support

- Support organising, coordinating, preparing, and delivering all LSE LIFE personal and professional development activities
- Liaise with internal and external providers, keep Moodle up-to-date with all relevant learning material, assist in production of learning materials, and liaise with students and respond to email inquiries
- Monitor and evaluate the outcomes, impact, benefits and effectiveness of the different programmes offered; provide analysis and written reports on activity as requested
- Curate under supervision internal and external resources such as LinkedIn Learning (or a similar platform)

Management

- Manage and help to deliver existing programmes (such as the LSE Laidlaw Scholars Leadership and Research Programme and LIFEwise) in collaboration with the Learning Developer PPD:
 - Set up and manage all project plans and budgets
 - Manage all internal and external communications (such as workshop leaders/speakers, students, and other units inside and outside LSE)
- Support organising, coordinating, preparing, and delivering all LSE LIFE PPD activities (such as workshops, full-day events, leadership programmes), including all logistics such as venues, catering, and teaching material etc.
- Set up and maintain manuals for the different programmes (such as checklists, defining processes, general guidance)

Communication

- Promote and communicate the PPD activities by working collaboratively with LSE LIFE colleagues and colleagues in relevant professional services units and academic departments
- Liaise with colleagues (in collaboration with the LD PPD) across all levels in academic departments and professional services units, and when appropriate with external consultants, to develop and deliver LSE LIFE activities
- Have an understanding of how to communicate adequately with students who have complex needs
- Communicate with staff and students across the School in support of LSE LIFE activities through various media, ensuring key and complex messages about LSE LIFE are understood

Service delivery

- Ensure an excellent level of organisation and smooth delivery of all activities, events, and programmes
- Ensure all tasks are completed with great attention to detail and deadlines are met
- Respond promptly to enquiries from academic departments and professional services units throughout the School
- Seek actively student feedback to monitor progress and suggest adjustments to content and delivery of programmes

Teamwork and motivation

- Collaborate closely with and support the work of the Learning Developer PPD to ensure a smooth and successful delivery of all programmes and projects
- Contribute positively to the flexible working environment and engage proactively with LSE LIFE colleagues to promote coherence of action and team spirit
- Work as an active member of the LSE LIFE team in identifying new learning opportunities best adapted to our students' evolving need
- Collaborate with colleagues from other professional service units, academic departments and institutes, and take on varied additional duties, including when necessary administrative tasks, to support the success of LSE LIFE



Decision-making

- Ability to prepare decisions, and understand priorities and how to allocate resources effectively
- Contribute positively to collective decisions made by LSE LIFE, such as strategic planning, resource allocation

Initiative and problem-solving

- Ability to proactively and effectively manage programmes and work independently with limited supervision
- Understand the personal and professional challenges faced by LSE students and propose new programmes and learning development initiatives as a response to those needs
- Coordinate actively input from different stakeholders in the case of activities that require joint delivery

Analysis and research

- Keep up to date on research into personal and professional development and the use of technology in learning and teaching
- Undertake – on request from the Head of LSE LIFE – R&D work in personal and professional development

Other responsibilities

- Other duties as requested by the Head of LSE LIFE and the Learning Developer PPD

Specific conditions

- Due to some LSE LIFE events taking place outside of normal working hours, it will be necessary for the post holder to work flexibly at times

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.