



## 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:** Postgraduate Administrator (Student Experience)

**Ref no.:**

**Department:** Social Policy

**Accountable to:** Teaching Operations Manager (Postgraduate)

### Job Summary:

The post holder is a key member of the team which supports the effective delivery of the Department's postgraduate degree programmes ('the programmes'). The team is responsible for co-ordinating programme administration; and the post holder, amongst other duties, is required to (i) act as a key administrative contact for the programmes; (ii) communicate effectively with a wide range of staff, students and external organisations; (iii) work closely with the programme directors and other academic staff; (iv) actively contribute towards the annual planning process; (v) ensure compliance with School policy and practice guidelines; and (vi) contribute constructively to the professional services team and the wider Department.

### Duties and Responsibilities

#### Communication

- To communicate effectively with stakeholder groups e.g. prospective students, offer holders, current students and alumni; and to ensure effective communication between different groups as appropriate.
- To provide advice and guidance to students and staff on potentially complex rules, regulations and administrative processes.
- To prepare and maintain comprehensive manuals for all relevant administrative process

#### Teamwork and Motivation

- To actively contribute to the team and the wider Department, providing suggestions for improvement and development; and to participate in activities not necessarily linked to the programmes.
- To take a proactive approach towards personal and professional training and development.
- 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.

#### Liaison and Networking

- To liaise with a variety of key personnel and departments across the School to ensure effective programme delivery and a high-quality student experience.
- To represent the Department 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.

#### Service Delivery

- To provide lead support in the development and delivery of a wide range of core activities e.g. induction, timetabling, student events and student recruitment).



- 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 organise and minute Departmental meetings as appropriate.
- To proactively engage in continuous review and improvement, ensuring that processes remain as effective as possible and that the highest levels of service delivery are maintained at all times.
- To maintain an outstanding level of attention to detail in all aspects of the role.
- To understand the wider School and Departmental context and, in response to evolving Departmental needs, proactively identify and progress other activities consistent with the grade of the post.

#### **Planning and Organising Resources**

- To actively contribute to the annual planning process for the programmes. This includes identifying potential issues; the clear communication of deadlines; accommodating School initiatives (especially those concerning the student experience); and providing accurate management information.
- To prepare and maintain programme materials e.g. student handbooks and on the virtual learning environment.
- To plan, prioritise and organise own day-to-day work in accordance with deadlines and agreed objectives.

#### **Initiative and Problem Solving / Decision Making**

- To make independent operational decisions on a daily basis, working with minimal supervision and using initiative and judgement to solve day-to-day issues with flexibility and timeliness.
- To use creativity to solve problems where the solution is not immediately apparent.

#### **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.

#### **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.