



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: Programme Administrator

Department/Division: Management

Accountable to: Programme Manager

Job Summary

The Programme Administrator will provide high quality and comprehensive administrative support to staff and students on our degree programmes. The role will be allocated to certain programmes and elective courses, as defined by the Programmes Manager and Head of Programme Delivery. The post holder will also undertake forward planning of the annual cycle of tasks and processes which underpin the programmes; this will involve dealing with students and faculty from the induction period through to graduation.

The main areas of responsibility for the role are:

- To provide administrative support for the Department's degree programmes as requested.
- To provide a high and comprehensive level of administrative support to the teaching team and students.
- To provide lead administrative support in the forward planning of the annual cycle of tasks and processes that underpin the programmes.
- To manage student experience and seek to enhance it wherever possible.
- To provide administrative support to, and work with, academic faculty, the Programme Manager, the Programme Directors and the Department Manager.
- To support the Programme Manager in planning and delivering the annual trip to Berlin. This normally takes place in July. Please note attendance to the trip is required and where government restrictions permit.

Duties and Responsibilities

The key duties associated with this post are as follows:

Service Delivery

- To liaise with Programme Directors, the Graduate Admissions Office and students to monitor and review application information and respond to application enquiries.
- To manage the annual updating of programme regulations, course (module) guides and prospectus entries.
- To organise the annual Timetabling returns for lectures and classes in conjunction with other Administrators.
- To manage course administration and seminar sign up via the student portal (LSE for You).



- To co-ordinate the purchase, collation and reproduction of study materials.
- To provide lead administrative support in the induction programmes for new students at the start of each academic year.
- To service and write minutes for the Staff Student Liaison Committees, Programme Steering Committees and other ad hoc working groups as required.
- To provide lead administrative support for the examination processes, from the production of exam papers to the arrangement of Exam Board meetings and the processing of final results, in liaison with external examiners and Exam Board Chairs.
- To coordinate the assessment submission processes, providing guidance for students, processing submitted assignments and coordinating the marking process. This will include identifying any potential cases of assessment misconduct using the Turnitin software.
- To ensure assessed coursework, grades and examination results are recorded accurately and distributed in an appropriate and timely manner.
- To assist the Programme Manager and faculty with preparations for Teaching Quality and other School reviews.
- To understand and abide by the School's regulations and legislation regarding data protection, copyright licensing, freedom of information and recorded student information.
- To help implement individual assessment arrangements (Inclusion Plans), liaising closely with the Programme Manager and the School's Disability and Wellbeing Service.
- To support with the planning and implementation of the annual weeklong trip to Berlin
- To be the first point of contact for students in Berlin

Planning and Organising Resources

- To receive applications from the Graduate Admissions Office and handle all related enquiries.
- To help organise and attend promotional events, receptions, seminars and conferences for the Programmes and work with colleagues within the Department to develop and promote these activities.
- To organise the student representative elections.
- To help allocate academic advisors and coordinate the allocation of dissertation supervisors.
- To support all administration relating to dissertations, including collating student research proposals, coordinating the submission procedure and marking.
- To assist the Academic Planning Manager and Programme Manager with the teaching planning.
- To assist in organising the annual teaching timetabling returns for lectures and classes and organise exam timetabling in conjunction with the Programme Manager.
- To support all administrative activities relating to the LSE graduation events, in conjunction with the LSE Ceremonies Office.
- To ensure prompt authorisation of invoice payments and to maintain financial records when requested by the Programme Manager.
- To coordinate the distribution of termly Teaching Surveys for all core and elective courses.
- To assist with preparations for Teaching Quality and other School reviews.

Communication

- To act as a focal point for applicant and student enquiries, providing appropriate and timely advice and guidance on programme, Department and School procedures.
- To assist with and advise on applicant, offer holder and student enquiries in an informative and timely manner, providing high levels of customer service and advice on Department and School procedures.
- To help organise and present Pre-Sessional and Welcome Week briefing sessions for students, explaining a range of information including programme entry requirements and regulations clearly and accurately.
- To help oversee the management of the shared mailboxes, ensuring queries are responded to in a timely, accurate and professional manner.



- To design, edit and maintain the programme Moodle pages and provide guidance and advice to staff and students.
- To devise a student newsletter comms plan and ensure weekly circulation of newsletter is done in a timely manner
- To work with colleagues across the Department and gather relevant information for weekly newsletter
- To assist with the implementation of the Department's communication strategy, updating social media platforms and student bulletins as required.

Initiative and Problem Solving

- To proactively approach the role and use own initiative to evaluate and improve working practices and procedures.
- To discuss issues raised at Staff Student Liaison Committee meetings with faculty and the Programme Manager.
- To identify potential areas of development to enhance student support and the overall student experience.

Liaison and Networking

- To develop and maintain links with other Department of Management Professional Services Staff and other teams across the School to share, formulate and improve best practice.
- To support close links with alumni and increase alumni engagement and investment in the Programmes.

Teamwork and Motivation

- To support the work of the Programme Coordinators, providing advice and guidance when required.
- To attend and contribute to relevant Programme and Departmental meetings.
- To be a proactive member of the Department's Professional Services Staff team.

Pastoral Care and Welfare

- Provide advice to students regarding welfare issues or queries, referring and promoting the School's support services.

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.



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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.