



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: MPA Programme Co-ordinator

Department/Division: School of Public Policy Accountable to: MPA Programme Manager

Job Summary

The post-holder provides a knowledgeable and efficient front line service in receiving and handling queries and requests from students of the Master of Public Administration (MPA) programme, prospective students and offer-holders, and from faculty and departmental colleagues who contribute to the programme. The post-holder plays a key role in programme administration such as the assessment process and Moodle postings and updates.

Effective, courteous and articulate, the post-holder represents the front-of-house of the MPA programme and plays a key role in maintaining and enhancing the high standards of administration demanded by the MPA's high calibre students, faculty and professional services colleagues.

Some student-related events take place outside of standard office hours. The post-holder would be expected to attend the beginning of these events to ensure that they are set-up appropriately. Time off in lieu would be offered on these occasions.

Duties and Responsibilities

Student-facing duties

- To act as a first point of contact for queries from current, prospective and former students in a professional and friendly manner. This may be in person (on a drop-in basis), over the telephone and by e-mail
- To build up a body of knowledge, through training and guidance, regarding how to respond to a high volume of queries raised by students and other programme-related enquirers and referring queries as appropriate
- To prioritise a wide variety of short-term tasks and long-term projects; to seek guidance when uncertain about prioritisation
- To communicate with tact and confidentially in cases of student misconduct or students experiencing distressing circumstances
- To plan own time towards meeting defined objectives for supporting the student experience, monitoring progress of projects and adjusting priorities as needed according to student need
- To write the weekly MPA Checklist email for circulation to students, soliciting content from colleagues, editing their contributions, writing own text and selecting appropriate images To maintain the programme-level pages of the LSE Student Hub for the MPA programme



- To assist with the provision of induction and welcome materials to students
- To manage student coursework submission using Moodle, resolving student queries about the operation of the system as needed To distribute feedback to students regarding their assessed assignments

Support for Faculty

- To take the lead, for selected courses, in an annual cycle of tasks for the smooth, timely and efficient administration of the MPA programme, from orientation and teaching through to examinations and graduation
- To liaise between academic staff (from Teaching Fellows to senior professorial staff) and the student body, referring to the MPA Programme Manager as required
- To lead the process for Moodle marking, acting as a recognised authority for faculty
- To provide academic support for all department teachers, including maintaining information on courses, reading lists, course outlines, lecture notes, hand-outs, and other relevant documents
- To provide administrative support to the Academic Director, MPA Degree Convenor, the MPA Programme Manager and the Head of Programme Delivery, including setting up meetings, drafting papers and other documents.
- To support the marking of assessed work by academic staff through Moodle or in hard copy, facilitating the marking process, responding to faculty queries about procedural and administrative issues and ensuring that the schedule for marking is adhered to, advising the MPA Programme Manager of any problems

Support for Prospective Students

- To respond, on a daily basis, to admissions enquiries from prospective students and offer-holders on the particulars of the MPA programme, the dual degree programme, and applicants' and offer-holders' individual circumstances and arrangements
- To lead the development of generic and semi-personalised contact with offer-holders, helping to draft relevant text and to identify where additional information might be needed
- To co-ordinate, in real time, online information sessions for prospective students and offer holders
- To contribute as needed to online information sessions, representing the programme and the department
- To develop and maintain the secure website for offer-holders
- To analyse and track offer-holder engagement rates, rates of offer-holder acceptance and decline and to adjust future messaging to offer-holders in light of this analysis
- To track rates of post-offer contact messages being read and engaged with to help analyse and predict student registration numbers
- To liaise with the LSE Graduate Admissions Office on the progress of applications
- To liaise with prospective students regarding pre-arrival study in mathematics and statistics, to ensure they are aware of the studies that they are recommended to complete, referring queries as necessary
- To assist offer-holders with queries about the conditions of their offer in liaison with the Graduate Admissions Office.
- To attend meetings of the Graduate Selectors Forum to stay up to date with LSE-wide trends and to help incorporate new ideas into the MPA's post-offer contact plan

Virtual Learning Environment (VLE) (Moodle)

- To take primary responsibility for the timely and accurate updating of the programme's Moodle pages (LSE's Virtual Learning Environment (VLE)) with clear and accessible information



- To design user-friendly page layouts on Moodle
- To ensure the consistent and attractive presentation of Moodle information, working retrospectively as needed
- To work creatively with all department staff to develop the VLE provision

MPA Dual Degrees

- To engage in visits with international dual degree partners to present information to prospective students about studying at LSE, promoting the degree's key features and benefits
- To represent the LSE School of Public Policy in day-to-day work with its international dual degree partners, ensuring its reputation is upheld and advanced
- To exchange information and negotiate with dual degree partners about student exchange admissions, criteria, numbers and student quality
- To oversee the process of student admissions for the dual degree as the link point and source of authority with partner schools, academic selectors and prospective students

Global Public Policy Network

- To represent LSE in the Global Public Policy Network by acting as the LSE 'focal point' for operational decisions
- To travel overseas to represent the LSE School of Public Policy at GPPN conferences
- To develop, with academic colleagues, a series of training events for SPP students attending the GPPN conference, in order that they perform to their full potential

Record Keeping

- To assist with administration of student assessments and examinations including plagiarism checks, distribution of feedback and recording/checking of marks
- To maintain up to date student records, including collecting in forms from students and chasing up missing items as needed.
- To maintain a clear, current and accessible electronic and paper-based filing system for MPA matters
- To manage the SPP Reading Collection and other items available for students to borrow, maintaining both paper and electronic records.
- To update the MPA Student Handbook
- To contribute to the development of the department website and MPA marketing collateral as required

Committee Servicing

- To service the Staff-Student Liaison Committee including: setting dates for meetings; booking rooms; drafting an agenda for approval by the MPA Programme Manager; receiving, formatting and circulating supporting paperwork for agenda items; taking minutes and informing Committee members of resulting actions.

Student facilities

- To manage the system of bookings for student study rooms, proposing changes to department policy as needed
- To resolve student disputes over study room usage or escalate these appropriately
- To report Estates or IT problems with the student facilities to the relevant helpdesks and ensure their swift and satisfactory resolution

Miscellaneous

- To assist at student events, including orientation, and guest speaker events
- To assist with formulating ideas for the continual improvement of the degree programme



- To build effective working relationships with other academic departments and service divisions within the School, such as catering, conferencing, estates, IT and Library
- To take responsibility for hotel and travel arrangements for academic visitors and guests of the MPA Programme

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.