



## 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:** Executive MSc Programmes Administrator      **Ref no.:**

**Department/Division:** Department of Health Policy      **Accountable to:** Executive Programmes Manager

### Job Summary:

This role will provide high quality and comprehensive support to the Executive MSc programmes in the Department of Health Policy. The main areas of responsibility are:

- Key administrative support for programme applicants, students, teaching faculty, Programme Directors and the Programmes Manager.
- Contribute to forward-planning of the entire programme lifecycle, from application to graduation and beyond, with ownership over a range of administrative matters.
- Responsible for the shared Outlook mailbox, responding to and acting upon a comprehensive range of programme enquiries, escalating and signposting as required.
- Manage and maintain accurate programme and course materials, assessment information, comprehensive student record keeping and all related practices and processes.
- Assist with the organisation and delivery of a range of programme-related activities and events.
- Contribute and seek opportunities to enhance student experience.
- Liaise with other administrative divisions across LSE to ensure the smooth running of the programmes, compliance with regulations and an excellent level of service.

### Duties/Responsibilities

#### Programme and course administration

- Accurate, comprehensive, and timely responses to a range of programme-related enquiries received in the shared Outlook mailbox, escalating and signposting appropriately.
- Maintaining and updating a wide range of online resources and materials hosted on our Virtual Learning Environment, Moodle.
- Supporting staff with the logistics of programme delivery; including timetabling, room-bookings, lecture recordings, class materials and attendance monitoring.
- Primary responsibility for the optional course-selection process; including the timely sharing of course information and selection-surveys to students, accurate tracking and data-sharing with class teachers and administrative colleagues.

#### Student records and assessments

- Exporting and organising information from a range of systems (including SITS), to maintain the



Departments local Excel records; utilising functions such as V-LOOKUP.

- Working with colleagues and divisions across the LSE to ensure that student records are up-to-date and compliant with regulations, escalating complex cases appropriately.
- Primary responsibility for all elements of assessment administration, ensuring full compliance with LSE regulations, deadlines, policies and processes.
- Tracking assessment marking and feedback turnaround times, sending reminders as necessary.
- Liaising with internal and external colleagues for Examination Boards, during which student progression and final degree award decisions are made; scheduling meetings, presenting student cases, and collating comprehensive documentation before and afterwards.
- Supporting the Programmes Manager and Department colleagues with investigating complex cases such as suspected academic misconduct.

### Events

- Assisting with the planning and delivery of a range of events including programme orientation, guest speakers and social events, including occasional evening work.
- Contributing to the welcome presentation as part of the programme orientation for new starters.
- Greeting external guest speakers, setting-up presentation slides and co-ordinating with colleagues such as IT and catering as required.

### Student experience and support

- Working with the nominated student representatives for the purpose of documenting programme-level feedback to inform continuous improvement alongside the Programmes Manager.
- Work with the Programmes Manager and administrative colleagues to ensure exceptional support during critical student recruitment and enrolment periods, escalating complex cases appropriately.
- Timely and appropriate dissemination of information on a wide range of opportunities, resources and services available to students across LSE.
- Advise students on study-related issues, referring them to relevant support services when necessary.
- Provide support and pastoral care to students, assessing when to refer individuals for professional help.
- Foster a supportive, social and inclusive environment within the Department.

### Teamwork and motivation

- Proactively contribute, learn about, and respond to a wide range of matters within the role and wider Department, not necessarily always linked to programme administration matters.
- Be a proactive member of the Department's Professional Services Staff Team, offering ad-hoc support consistent with the nature and grade of the post and in response to the Department needs; including to deputise for the Programmes Manager in periods of absence.
- Seeking opportunities to enhance working practices, processes and service delivery within the Professional Services team; including production and maintenance of guidance notes.
- Attend and contribute to regular one-to-one, team, Department and wider-School meetings.
- Actively seek out personal and professional training and development opportunities, in liaison with their line manager.
- Evening and weekend work may be required on occasion.

### Liaison and networking

- Build mutually-beneficial relationships with academic colleagues and external parties as required.
- Represent the Department and School at internal and external events, including participation in internal networks relevant to the role.
- Liaise with a variety of key personnel and areas across the School, to ensure the effective delivery of the Programmes and a high-quality student experience.



### **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.