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: Graduate Intern: Programme Support and Process Innovation

Department/Division: Geography and Environment   **Accountable to:** Department Manager

Job Summary
An exciting opportunity to assist with the department's taught programme provision, supporting both the Undergraduate and Master's coordinators in the smooth running of programmes as well as initiatives such as Undergraduate Research Fellowships, Dissertation Methods Surgeries and the GY350 Conference. The post holder will also be involved in helping to innovate and improve administrative processes through the use of technology and automation.

Duties and Responsibilities

Communication
- Provision of advice, information and exploration of customer needs
- Responsibility for the timely and accurate circulation of information between various groups and individuals, both internal and external
- Provide accurate information in line with current School guidelines to enquirers
- To service and minute for meetings where required

Teamwork and motivation
- Provision of support, assistance, and cover to other members of the team
- Be an active member of your immediate team and the department helping out with the range of departmental activities
- Be proactive in putting forward ideas and creative solutions

Liaison and Networking
- Liaison with a broad range of both UK and international students, staff and external organisations
- Develop departmental contacts through regular meetings with current and prospective customers

Service Delivery
- Handling service requests as and when necessary
- Promote the departmental activities to potential customers internally and externally to the LSE
- Assist other members of your immediate team in overseeing the smooth running of events and other activities run by the department.

- Assistance with dissemination of research outputs
- To manage and modify existing databases and database management systems
- Answering general enquiries, staff requests for info and help with diplomacy when dealing with staff members, the general public and students paying attention to confidentiality and discretion when called for

Planning and organising resources
- Contributing to the organisation of events
- Maintenance of office filing and records systems
- Management of administrative activities, this may include transcription of qualitative data, website maintenance, invoice processing, photocopying, filing
- Assistance in logistics of organising surveys and other primary data collection (e.g. setting up interviews, collecting information from organisations)

Investigation, analysis and research
- Assisting with data interpretation, quantitative or qualitative, including input and data quality checks, data cleaning, collating, assembling
- Perform data searches for additional or missing data
- Contributing to writing of reports and other research outputs, usually providing references, checks
- on documentation, formatting, editing, preparation of charts, graphs, figures

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.