



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: Deputy Department Manager

Department/Division: Health Policy

Accountable to: Department Manager

Job Summary

The main purpose of this role is to lead on the service delivery of the Departmental teaching provision across all programmes.

To work closely with the Department Manager, Head of Department and Director of Teaching, and contribute to the strategic thinking to ensure that departmental plans and policies in relation to the teaching provision and student experience are delivered successfully, and complement the School's strategic goals

To be responsible for the overarching operations, processes and procedures ensuring the effective and efficient service delivery across all programmes

To act as key interface between the Department and a wide range of academic and professional service divisions across the School

To line manage the Departmental Administrator and ensure a comprehensive and effective service to the Department is provided

To deputise for the Department Manager as required

Duties and Responsibilities

Planning and Organising Resources:

Planning and leading on the delivery of the Department's teaching provision in liaison with the Head of Department, Director of Teaching, and Department Manager, and in accordance with School regulations and Department decisions, including:

- Acting as Secretary of the Departmental Teaching Committee (DTC) and having key responsibility in the liaison with the School on all related matters. As part of that ensuring minutes and actions are processed and coordinated in a timely and consistent manner
- Preparation and completion of the teaching and marking load allocations grid for staff, according to agreed model and targets
- Leading on the submission of the annual Course and Programme Information System(CAPIS) returns, and as part of that leading the coordination of necessary changes to the website and Calendar entries, as well as tracking the changes throughout the academic cycle.
- Key responsibility for the teaching and assessment cycles on all programmes, and as part of that coordinating all assessment submissions for the year, reviewing the portfolio of assessments across the Department. Overseeing the assessment scrutiny process and servicing the assessment scrutiny panel meetings
- Coordinating closely with the Programme Managers and Administrators to ensure the consistency of policy applications and sharing of best practice across the teams
- In conjunction with the Programme Managers and Programme Directors, responsible for obtaining



permission from the School for the introduction of new courses and/or programmes, or amendments to existing provision; having key responsibility to advise on quality assurance matters and assist the proposers with the preparation of all necessary documents

- Leading on the submission of the departmental timetabling requests, and overseeing any changes throughout the academic cycle
- Leading on the annual configuration update of all systems relating to teaching and seminar allocations (currently LSE For You)
- Leading on the allocations of dissertation supervisors and academic mentors for students as part of the preparation of the teaching grid allocations
- Continuous data gathering and recordkeeping to ensure accurate information is used to inform the planning of the next academic cycle, and that teaching needs are met effectively and efficiently
- Overseeing the administrative processes underpinning the successful delivery of the teaching provision and actively work with the Programme Managers to continuously identify areas for improvement
- Keeping abreast with changes to policies and regulations at a School level and overseeing the implementation of necessary changes at Departmental level
- Assisting the Department Manager in the business continuity planning process

Teamwork and motivation

- Organising an annual away day, regular meetings with and between Programme Managers, and other ad hoc meetings as appropriate to encourage and nurture collaborative working relationships
- To contribute actively and positively to the effectiveness of the Professional Services Team and to engage with the Department's strategic objectives
- Dealing promptly with any issues of concern, either in relation to individuals or within the team
- Fostering a collegial atmosphere between departmental colleagues
- Where appropriate, assisting with the recruitment and training of other administrative staff within the Department and the School
- Working closely with academic staff to ensure the educational delivery goals of the Department are met
- Participating in School wide initiatives and projects where appropriate to represent the Department in key School developments
- Managing the Department Administrator, having regular one-to-one meetings and career development reviews, reviewing objectives and goal setting for the year ahead, managing daily workloads and liaising with the Department Manager to provide appropriate training and support
- Adhering to School policies in relation to annual leave, reporting sickness absence etc

Decision Making; Initiative and Problem Solving

- Participating in the strategic decision-making affecting the Department in line with the remit of the role
- Taking autonomous decisions regarding the day-to-day processes underpinning the teaching operations at the department
- Proposing and producing policies and procedures regarding the application of School regulations at Departmental level
- Proactively contributing to and supporting implementation of best practice developments, including developing innovative solutions to issues
- Using initiative to identify and address operational problems at a departmental level, and at a School level where those issues impact on the Department
- As Secretary for the Departmental Teaching Committee, overseeing the devolved quality assurance processes, escalating matters to the School Committees and Teaching Quality



Assurance and Review Office (TQARO) as appropriate

- Overseeing the information flows, documenting, and executing the changes following DTC decisions, and ensuring issues are appropriately included in Department committee agendas.

Service Delivery:

- To provide strategic oversight of the student experience, working with the Programme Teams to ensure the Department provides a quality experience to its students
- Liaise with Programmes Managers to ensure matters raised by students via Staff- Student Liaison Committee meetings are and appropriately tabled at the Departmental Teaching Committee meetings
- Manage student surveys and results process in the Department and prepare proposals for improvement based on student feedback
- To exercise oversight of the examination and assessment processes, ensuring the departmental practices are robust and effective
- To provide excellent administrative support service to staff and students in the Department, specifically in relation to:
Teaching delivery on all programmes of study –MSc, Executive, PhD
Student administration and student experience
Committee servicing
Internal and external quality assurance
Legal compliance issues in relation to the delivery of educational activities
- Reviewing and developing administrative staff working practices and administrative procedures to ensure academic staff and students receive a high-quality administrative service
- To understand sufficiently the School and Departmental context in order proactively to identify and progress other activities, commensurate with Band 6 responsibilities, and in response to evolving Departmental needs
- Respecting and adhering to confidentiality and data protection guidelines

Communication:

- Managing the flow of information between Departmental Committees; and in relation to teaching delivery - between the Department and the School
- Dealing effectively with a large volume of email correspondence
- Presenting complex information and an appropriate manner, adapting to different levels and audiences
- Ability to establish and foster effective communication channels with colleagues within the Department and with external stakeholders
- Drafting and preparing reports, policy, and procedure documents

Liaison and Networking

- Participating in School and departmental committees, working parties, focus groups and peer group networks/forums
- Acquiring knowledge relating to School policy and applying this knowledge in consultation with others in the Department as appropriate
- Liaising with external contacts regarding the Department's plans and activities. Examples include the partner institutions with whom we deliver our teaching programmes
- Representing the Department at student facing events as required



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.