



## 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:** Postgraduate Programmes Coordinator

**Department/Division:** International Relations

**Accountable to:** Programmes Manager

### Job Summary

The post holder has lead administrative responsibility for day-to-day matters relating to current and prospective students on postgraduate programmes in the Department of International Relations and acts as the primary point of contact for students and staff.

Key tasks include;

- Providing effective administrative and advisory support to students, the PGT Programme Directors, Exam Board Chair, Course Convenors and Academic Mentors.
- Acting as first point of contact for students and staff, providing accurate and timely information and advice, updating information annually and supporting the development of the postgraduate programme.
- Representing the Department's postgraduate programme at wider school networks and contributing to improving department practice.

### Duties and Responsibilities

#### Planning and organising

- Acting as the first point of contact for staff and students in relation to PGT queries and managing the day-to-day administration of the courses and programme.
- Operating and maintaining effective information systems (SITS/LSE for You/Salesforce) on student records.
- Coordinating and managing processes related to PGT examinations, assessments and exam boards.
- Managing the delivery of PGT courses, ensuring timely updating of courses, reading list, virtual learning environments, etc.
- Organising and servicing Staff Student Liaison Committees and the PGT Exam Board.
- Working closely with the Programmes Manager and Programme Directors to support monitoring processes and offering guidance and support when needed.



- Working with the Student Experience Manager to develop communications and relationships with prospective and incoming students e.g., offer holder events, Welcome/Orientation events etc., and actively participating in, and organising these activities, where required.

### **Communication**

- Acting as a first point of contact for current and prospective PGT students, dealing with enquiries in a professional and timely manner, providing advice and guidance across a range of areas as necessary.
- Relaying information, reminders and queries to the PGT Programme Directors, Academic Mentors, the Chair of the Exam Board and other academic staff, exercising judgement as to the format, content and level of detail necessary.
- Providing support and guidance to members of the academic staff in the Department requiring assistance on PGT programme matters.
- Supporting and ensuring effective communication between the Department, PGT students and LSE Central Administration by acting as the main contact for programme related issues, following up on resolutions.
- Planning and delivering programme specific communication plans for staff and students throughout the year to enhance the overall PGT programme experience.

### **Teamwork and motivation**

- Contributing actively and positively to the professional services team and to the Department, working closely with the Programmes Manager to organise processes linked to programme delivery and develop best practice using innovative solutions to issues.
- Organising and taking responsibility for own workload.
- Proactively contributing to and supporting implementation of best practice developments, including developing innovative solutions to issues.

### **Initiative and problem solving**

- Managing own workload with minimal supervision and taking responsibility for advising academic staff and colleagues of upcoming deadlines, in order to ensure timely completion of tasks.
- Exercising initiative in the development of the PGT programme in relation to its agreed objectives.
- Responding proactively to feedback from students and raising concerns or escalating where appropriate.

### **Liaison and networking**

- Liaising with other LSE central divisions e.g., Exams Office, Library, Student Services, Timetables



and Disability and Wellbeing to ensure the smooth operation of PGT processes.

- Establishing effective networks within the School or externally that support the processes involved in delivering the PGT programmes.
- Representing the Department at student facing events as required.

### **Service delivery**

- Proactively delivering the smooth operation of the PGT programme and associated tasks, in liaison with academic colleagues.
- Providing an efficient, accurate and approachable information service to students.
- Taking minutes of SSLC (Staff Student Liaison Committee) meetings and Exam Sub-Boards.
- Respecting and adhering to confidentiality and data protection guidelines, recognising where a problem should be referred elsewhere.

### **Pastoral Care and Welfare**

- Acting as a first point of contact for students with concerns or problems and referring them to the relevant member of the Department or service within the School as appropriate.

### **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.