



## 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: MSc Programmes Manager**

**Department/Division: Statistics**

**Accountable to: Departmental Manager**

### Job Summary

Responsible for the effective control and management of the Department's Masters programmes (MSc Statistics (incorporating the Financial Statistics and Social Statistics streams), MSc in Quantitative Methods for Risk Management, and MSc in Data Science), supporting the School's commitment to high quality teaching provision and student experience. Working closely with the programme directors and lecturers, the post-holder is responsible for admissions processes, examination and assessment, programme improvement, quality assurance and providing a supportive learning environment for all Masters students. The post-holder co-manages the band 4 Office Coordinator to provide a comprehensive and effective service to the Department. In addition, the post-holder works with the programme directors and senior colleagues within the School on all aspects of student service delivery: marketing, alumni engagement and external relations, as well as feeding into the development of services offered by the Department.

### Duties and Responsibilities

#### Communication

- Acting as first point of contact for email and telephone enquiries from prospective and current MSc students. Proactive in providing information to students via emails, the Departmental website, and Moodle.
- Working closely with the UG Programmes Manager to co-manage the band 4 Office Coordinator, holding regular one-to-one meetings and annual appraisals to ensure that the Office Coordinator is effectively managed and developed in their career goals.
- Developing and managing the marketing strategy for MSc programmes and working with relevant colleagues to implement this, including: creating integrated marketing material and website development. Undertaking marketing and recruitment activities including post-offer communications, pre-arrival support materials, visit and open days, recruitment events and development of alumni relations.
- Ensuring effective communication between the Department, MSc students and LSE central administration
- Taking responsibility for MSc documentation, including preparing and maintaining the student handbook, brochures, Moodle programme pages, FAQs and School documentation such as the prospectus, online course guides and calendar entries. Provide high quality content for the Department's website and take the lead on developing the Department's website provision for MSc



programmes. Manage social media activity specific to these programmes.

### Planning and organising resources

- Managing own workload with minimal supervision, and taking responsibility for advising academic colleagues of upcoming deadlines throughout the year in order to ensure that work is completed on time.
- Responsibility for the management of the MSc programmes in the Department, currently the MSc in Statistics, MSc Statistics (Financial Statistics), MSc Statistics (Social Statistics) (plus the associated research branches), MSc Risk and Stochastics and MSc Data Science.
- Forward planning for each academic year, working with the Programme Directors to ensure that key events and tasks happen in a timely fashion;
- Designing and overseeing production and distribution of all Masters programme related material, including: handbooks; Welcome Week packs and academic course packs.
- Managing welcome week for new Masters students, including: organising the Department's orientation session, preparing and delivering a welcome presentation to new students; ensuring timetabling for all MSc programmes is accurately scheduled; setting up academic adviser 1-2-1 meetings; providing students with necessary pre-arrival and induction material (Department information, handbook, etc.), and liaising with Registry regarding any registration queries, delegating responsibility for these tasks to the Office Coordinator as necessary.
- Co-ordinating the Cumberland Lodge student residential weekend in collaboration with the Events and Communications Officer; including designing promotional material, facilitating student payments, and overseeing logistical arrangements, delegating some of these processes to the Office Coordinator as necessary and ensuring that these are done in a timely fashion.
- Managing the MSc examinations and assessment process, and taking responsibility for ensuring that all School and departmental procedures and policies are complied with and deadlines adhered to, including but not limited to:
  - ✓ collating draft exam papers, liaising with external examiner and communicating any amendments to the School examiners; checking exam cover sheets comply with the School's guidance; and ensuring that final drafts are sent to the exams office by the deadline;
  - ✓ preparing suspension of regulations requests in student cases of mitigating circumstances for submission to the Graduate Board of Examiners;
  - ✓ Servicing Examination Sub-Board meetings and ensuring final marks, including any mark changes are sent to the exams office by the deadline.
  - ✓ resolving any exam results queries with reference to the School's policies, liaising with the Registry division where appropriate
  - ✓ advising Sub-board Chairs in the case of any complaints regarding the exam process, with guidance from Registry division
  - ✓ co-ordinating the nomination of external examiners, including communicating key information to new external examiners about the School, Department and external examiner process and procedures.
- Managing coursework submission for all Masters courses, ensuring that Moodle is correctly configured, advising students on how to submit coursework onto Moodle and logging coursework returns; ensuring that all coursework is uploaded to TurnitinUK and information forwarded to course lecturers, and working with the lecturers to monitor and deal with potential cases of plagiarism
- Managing the dissertation process in collaboration with the programme directors, including



maintaining records of topics and supervisors

- Designing and planning an annual programme of careers events with other professional services colleagues to publicise and deliver these to students on a regular basis, monitoring and reviewing events as necessary.
- Taking responsibility for the annual updating of taught postgraduate programme regulations, course guides and prospectus entries, liaising with academic colleagues and TQARO to ensure accuracy of material and adherence to School deadlines.

### **Initiative and Problem Solving**

- Contributing to the development and delivery of new office procedures to ensure a high standard of service
- Thinking creatively to respond to a wide variety of problems, e.g. responding appropriately and quickly to issues related to examinations, making on the spot decisions in response to queries from Registry.
- Contributing to the ongoing development of marketing initiatives for the Department's Masters programmes, and to the general development of the programmes, including responding proactively to feedback from students.
- Suggesting improvements to services provided to MSc students in order to ensure a first class student experience is achieved.
- Taking the initiative in dealing with student-related issues by referring to and using School regulations, codes of practice and departmental policies
- Liaising with academic staff and Timetables to resolve any timetabling clashes or room issues

### **Service Delivery**

- Responding efficiently to requests for advice and information on MSc programmes
- Overseeing the delivery of MSc Staff/Student Liaison Committee meetings (SSLCs), suggesting items for inclusion on the agenda and responding to agreed action points
- Playing an active role as a member of the Departmental Teaching Committee, proactively putting forward any agenda items, and following up any agreed action points
- Providing guidance and administrative support to academic staff, particularly in relation to the Masters programmes.
- Taking responsibility for ensuring that students, staff and any visitors receive a high standard of service

### **Liaison and Networking**

- Establishing and maintaining a wide range of internal and external contacts
- Initiating networking groups with colleagues in the School, to share good practice and generate new ideas, e.g. in relation to improving the student experience
- Initiating links with potential prize donors
- Liaising with existing exam prize donors to facilitate the awarding of exam prizes, delegating the processing of student prizes to the Office Coordinator and ensuring these are done.
- Maintaining relationship with Royal Statistical Society, responding to requests for student information, and co-ordinating re-accreditation process when required
- Attending School briefings and participating in working groups, where appropriate, in order to keep abreast of developments within the School
- Acting as the contact point between the Graduate Admissions Central Selector and the Department,



reporting to the Head of Department, Programme Directors and Department Manager on application information and making recommendations where appropriate.

### **Analysis and Research**

- Monitoring and reviewing student feedback and making recommendations for improvement; conducting the necessary follow-up analysis and research in order to present proposals to Programme Directors and/or the Head of Department
- Deploying technology and social media to canvas opinions from staff and students
- Proactively analysing statistics and trends relating to graduate admissions, utilising the School's reporting systems to present the information in an accessible way
- Making use of reporting systems to provide course and exam data to programme directors to assist in academic decision-making

### **Decision Making**

- Influencing decisions and making recommendations about the allocation of the local budget to MSc related events and projects.
- Collaborating with the Departmental Manager and Deputy Heads for the Department on developing strategies for improving the student experience and influencing key departmental decisions on how the Department delivers on School strategies, e.g. participating in the Departmental Teaching Committee, deciding on how to engage students through use of social events.
- Demonstrating innovation and creativity whilst working within the current Department and School guidelines, e.g. contributing to new ideas and influencing the Department's direction in relation to the Department's Education Strategy.
- Liaising with lecturers and the Timetables team to resolve timetable clashes.
- Identifying key academic issues arising from feedback from students via e.g. SSLCs, email, and anonymous online feedback form and bringing these to the attention of the Programme Director, suggesting action where appropriate.
- Making recommendations and suggestions for a range of postgraduate activities and events, e.g. Welcome Week, and deciding the best way to implement these.
- Deciding on the most effective way to promote information to students, utilising social media where appropriate.
- Putting forward suggestions to improve offer-holder contact, with reference to offer-holder and decliner surveys.
- Being the first point of contact for student complaints and taking the decision on how to resolve or refer the issue so that the best outcome is achieved and correct procedures are followed.
- Advising Programme Directors in cases of exam misconduct, with guidance from colleagues in the Registry division.
- Making recommendations to the Programme Directors and/or Deputy Head of Department to improve the exam process.

### **Pastoral Care and Welfare**

- Providing support and guidance to students who may be experiencing difficulties, signposting them to academic advisers or the School's central services where appropriate
- Co-managing the Band 4 Office Coordinator with the UG Programmes Manager



### **Team Development**

- To foster a collegial atmosphere between departmental colleagues at all levels and in all staff groups.
- To contribute actively and positively to the effectiveness of the Professional Services Team and to engage with the Department's strategic objectives.
- Managing the Office Coordinator, having regular one-to-one meetings and appraisals, reviewing and goal setting for the year ahead, and liaising with the UG Programmes Manager to provide appropriate training and support.
- Managing the workload and tasks for the Office Coordinator in the absence of the UG Programmes Manager
- Liaising with the UG Programmes Manager on training development requirements for the band 4 Office Coordinator and other new members of staff, liaising with other services in the School where required to deliver training programmes to new staff members.
- Providing guidance to new staff, including academic staff where appropriate, on School and Department practices and policies.
- Providing training to colleagues, including the Office Coordinator, on procedures related to managing the Masters programmes in order that business continuity is assured in times of absence, e.g. holiday.

### **Teamwork and Motivation**

- Contributing actively to the professional services team and to the Department
- Organising and taking responsibility for own workload
- Providing assistance at times of heavy workloads, as well as covering for colleague during periods of sickness or annual leave

### **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.