



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: Surveys Officer

Department/Division: Teaching Quality and Assurance Review Office (TQARO), Academic Registrar's Division (ARD)

Accountable to: Surveys Manager

Job Summary

The postholder will be responsible for supporting a major strand of TQARO's activity, administering the surveys of student opinion of teaching and their educational experience whilst at LSE, with a particular focus on producing new surveys for programmes and courses where standard teaching surveys may not be applicable – such as for Executive Taught Master's courses and programmes, as well as for the LSE100 course, etc. Where capacity permits, the postholder will also support the work of the other Surveys Officer within the team.

LSE has recently redesigned the internal teaching surveys it uses for standard-taught courses. However, as Executive programmes are aimed at mid-career and senior professionals, and because Executive-level programmes do not follow the regular term cycle, the teaching survey requirements for students engaged in such studies are quite distinct and are still in the development stage. As such, the postholder will be responsible for liaising with relevant stakeholders across the university, collating responses regarding what is required to produce new surveys that will be suitable for non-standard courses, and reporting these findings to the Survey Manager. In addition, the postholder will work closely with TQARO's contacts at the external, survey software company, EvaSys, in order to create operationally viable new survey designs based on the requirements agreed following TQARO's inter-departmental consultation.

The implementation of the survey operation and its resulting business intelligence are complex activities: they involve handling a large amount of sensitive, confidential data; developing a detailed understanding of the requirements related to the survey and/or the lifecycle of data in operational terms and in terms of wider policy issues. Additionally, the data derived from these teaching surveys are key performance indicators for the School's 2030 Strategy and, alongside other metrics of performance, provide key insights for the School's senior management. Thus, the postholder is expected to develop a thorough understanding of the EvaSys software used to generate the School's surveys. Furthermore, the Surveys Officers are expected to support the day-to-day survey operation by responding to email enquiries, performing data accuracy checks, setting up surveys, assist in delivering training sessions to a range of LSE staff, and actively contribute to discussions regarding the continual improvement of various survey processes.



Duties and Responsibilities

- Under the supervision of the Surveys Manager, acting as the first point of contact to support Executive taught master's programmes with the administration of course surveys, as well as other bespoke survey provision.
- Taking a lead role in working with Executive MSc Programme Managers and Directors to gather survey requirements and explore options for the development of Executive survey provision.
- Working closely with internal stakeholders, as well as external support staff from EvaSys, in order to communicate and implement the School's approach to Executive-level and bespoke survey provision.
- Taking responsibility for producing, checking and uploading the spreadsheets used to generate LSE's internal course and programme-level surveys, and escalating any issues relating to these duties to the Surveys Manager.
- Ensuring timely and rigorous preparations for each survey period, liaising with departmental administrative and teaching staff where necessary; working with internal and external IT specialists on survey set-up.
- Checking raw data generated by the surveys and making corrections or deletions where appropriate to ensure data quality is maintained.
- Responding to staff and student enquiries and complaints – including investigating apparent problems and troubleshooting the surveys whilst "live".
- Providing advice to other departments/offices at the School on survey systems.
- Participating in departmental outreach and assisting with the delivery of training to colleagues from across the university to enhance the service offered by TQARO in delivering the School's internal surveys.
- Ensuring that all survey data is processed and stored confidentially, in line with established policy and GDPR requirements.
- Developing the list of data checks that are performed both before and after each internal survey period.
- Assisting the Surveys Manager with the collation and preparation of data for internal and external publication. The main reporting and visualisation tool in use currently is Tableau, with Business Objects, Excel and the EvaSys software also used to varying degrees.
- Logging any recurrent survey issues and queries with a view to producing survey guidance material.
- Supporting the Surveys Manager with occasional quantitative and qualitative project work.
- Communicating with stakeholders about any changes related to the surveys.
- Supporting the work of the other Survey Officer within team.
- Undertaking research/analysis on an ad hoc basis as agreed with the Surveys Manager and the Head of TQARO.
- Taking a proactive approach to process improvement.
- Any other ad hoc duties that support the surveys operation.

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.