



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: Student Lifecycle Programme Officer

Ref no.:

Department/Division: LSE LIFE

Accountable to: Student Communities Lead

Job Summary

The Student Lifecycle Programme Officer will coordinate a programme of activity to support students' whole journey at LSE, starting from when they receive an offer through to their first job post-studies. To do so, the postholder will possess and continue to develop a strong understanding of the challenges faced by students from under-represented backgrounds within a higher education context, and work collaboratively with teams across the School to define and implement a supportive and proactive approach to address these challenges.

Working closely with multiple teams across the School, the postholder will coordinate the development, implementation and evaluation of a pilot tailored support programme for contextual offer holders, aiming to provide equitable access to the School's academic, personal and professional developmental opportunities and support services, and to foster a sense of belonging amongst them, and between them, the LSE student body and the School as a whole. They will adopt and promote an evidence-based approach integrating student voice in order to identify relevant and effective initiatives and activities and work in partnership with students to implement them. Acting as a central coordinating role for the programme, the postholder will work closely with other operational roles involved in the delivery of related activities and support the programme's strategic project board. The postholder will be directly responsible for activities in the access and on-course stages of the student lifecycle with a dotted-line reporting link to the Widening Participation Team.

The postholder will be proactively involved in the evaluation and monitoring of the programme to ensure that it evolves in line with student feedback and the changing higher education and socio-economic landscape, by both keeping abreast of sector-wide research and evidence from internal projects, and through supplementary evaluation data collection and analysis.

Duties and Responsibilities



Knowledge and experience

- To develop and maintain an understanding of the challenges faced by under-represented students into, and throughout higher education, both within an LSE context and in relation to the wider sector.
- To keep abreast of initiatives and best practice across the sector to support students throughout their student journey, from pre-arrival to post-graduation.
- To continually strengthen their understanding of student belonging and engagement, both within LSE and across the education sector, and the factors shaping them.
- To develop a strong awareness of the student satisfaction and feedback, engagement, attainment and outcomes of programme participants throughout the student lifecycle.
- To possess a working knowledge of LSE's Access and Participation Plan (APP) and the role of the pilot tailored programme for contextual offer holders within this.

Liaison and Networking

- To work collaboratively with the Student Communities Team, the Widening Participation Team and LSESU to coordinate and deliver activities for offer holders, during the transition to university and while students are studying at LSE.
- To work across teams to bring together and showcase the range of academic, personal and professional development opportunities and community building activities beyond students' formal programmes of study and identify where these could be tailored to better support students from under-represented groups.
- In collaboration with LSESU and colleagues across the School, to identify new opportunities to better support students from under-represented groups, building on the unique insights and experience from a range of teams.
- To engage with colleagues across the university sector, including attending sector-wide events and proactively participating in relevant networks, in order to identify other initiatives that could be offered at LSE to support students from under-represented backgrounds.
- To convene and chair a group of operational staff involved in the planning and delivery of programme activities.
- To support and service the project board overseeing the strategic direction of the programme.

Planning and Organisation

- To develop a multi-activity, multi-year programme for contextual offer holders to facilitate access for students from under-represented groups to the rich offering of School-wide opportunities for academic, personal and professional development.
- To closely consider the evolving needs of students throughout their time at LSE, from pre-arrival to post-graduation, and plan activities and support accordingly.
- To be proactively involved in identifying opportunities for the pilot programme to evolve, based on student feedback and evaluation outcomes.

Service Delivery

- To plan and deliver support to contextual offer holders from pre-arrival, through the transition to university and whilst studying at LSE, maximising access to a range of opportunities at LSE for students to build connections with one another, to London, the School, and their future selves.
- To forecast, manage and monitor programme expenditure as well as identifying and mitigating risks to programme delivery or impact.
- To ensure all activities adhere to safeguarding, data protection and health and safety policies and best practice.



Communication

- To work closely with relevant colleagues to prepare and review communications for programme participants to ensure consistent and effective messaging, to assist students with navigating the higher education landscape and to ensure equitable access to relevant support and opportunities.
- To prepare verbal and written updates for colleagues across the School, at varying levels of seniority, on the planning, delivery and impact of the pilot programme.
- To handle complex problems and queries from programme participants at key points in the student journey, signposting to relevant services and support

Investigation, Analysis and Research

- To proactively review findings from existing research projects across the School, and work with evaluation colleagues to conduct research with students in order to foster an evolving understanding of the success and challenges of the programme from a student perspective.
- To maintain a strong awareness of the analysis of student feedback from across the School to develop a holistic understanding of student experience for under-represented groups.
- To work with evaluation colleagues to utilise data and evidence from across the School and other higher education institutions to develop a theory of change and theoretical underpinning for the programme and intended outcomes.
- To ensure student feedback is effectively collected and meaningfully informs programme development and improvement, as well as identify opportunities for integrated student partnership.
- To implement agreed data collection, monitoring and evaluation methods in a timely and accurate manner.

Flexibility

- Where appropriate, to travel and work some weekends and evenings in order to deliver the programmes effectively.

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](#)



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**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.