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: Administrative Officer (Engagement and Outreach)

Department/Division: Anthropology **Accountable to**: Department Manager

Job Summary

The postholder will develop strong and collaborative working relationships with administrative and academic colleagues within the Department of Anthropology, including the Department Manager and Head of Department, as well as relevant internal LSE teams such as Marketing and Recruitment.

They will work with relevant colleagues to plan and deliver communications, engagement and outreach activities that enhance student experience, strengthen alumni relations, support student recruitment and raise the profile of the Department's teaching and research activities. This includes managing the Department's social media channels, coordinating events and marketing campaigns, recruiting and managing student communication roles, and producing engaging content across digital and print.

The postholder will also provide administrative support to departmental activities at key stages of the year, contributing to the delivery of examinations and assessments, give administrative support to academic staff and be an efficient point of contact for the Department.

Duties and Responsibilities

Engagement and Outreach

This is a broad role which supports and develops the existing friendly nature and community focus of the Department of Anthropology to enhance the visibility of its exciting teaching and global research. This will include:

- Supporting and developing student recruitment activities in collaboration with Marketing and Recruitment teams. This will include supporting the delivery of paid advertising, events, email campaigns and social media content.
- Supporting the team with Welcome planning and delivery.
- Developing and delivering student engagement initiatives that foster a positive and inclusive departmental community. This includes events, communications and other ad hoc initiatives.
- Recruiting and line managing students to act as Student Content Creators, to assist with student engagement events and communications.
- Supporting the recruitment of the Student Community Ambassadors.
- Supporting annual extra-mural student development initiatives such as the Summer Ethnography Project.

- Collaborating with LSE Philanthropy and Global Engagement (PAGE) to develop and deliver alumni strategy and engagement activities.
- Producing a regular newsletter for staff, students and alumni.
- Collaborating with LSE Careers to develop programme of careers support for anthropology students.
- Developing the department's social media presence; researching developments and trends in social media to optimise targeting of prospective applicants and offer holders as well as increase the visibility of the department.
- Proactively generating and curating online content with academics and students, with a view to enhancing the sense of community within the department and attracting prospective students to it.
- Liaising with students and departmental staff to enhance student experience.
- Providing support and deputising as necessary for the department's web editor. Supporting the management and development of the Department's website and digital presence, ensuring content is accurate, engaging and accessible.

Examinations and assessment

The Examinations cycle varies in intensity across the year. Exams and Assessments are managed by the Deputy Department Manager and supported by two Administrative Officers including the postholder. During key periods (notably around the start of the Winter Term and throughout the Spring Term and until the meeting of the School Board of Examiners) the postholder will be required to assist with all aspects of these processes.

Together with the Chairs of Examiners and Deputy Department Manager, the Administrative Officers are the main point of contact for the department with internal and external examiners, the central Examinations team, departmental academic staff and students on all matters related to assessment.

Duties include:

- Assisting and deputising for the DDM as needed with any of the duties and ensuring that the assessment process is carried out efficiently within the deadlines and parameters set by the Exams office.
- Dealing with student extension and deferral requests and acting as a point of contact for student enquiries relating to assessment and progression.
- Collecting and securely distributing exam scripts to internal and external examiners.
- Ensuring timely return of marks and scripts.
- Preparing exam mark sheets - entering exam and essay marks in Excel with 100% accuracy and using formulae as necessary.
- Servicing exam board meetings – minute taking, preparation and dissemination of relevant paperwork including mark sheets and copies of regulations for classification.
- Supporting student engagement monitoring, case reviews and fitness to study meetings.
- Contributing to teaching and learning support more broadly for example by maintaining Virtual Learning Environments, either directly or directing the temporary staff employed as VLE Editors.

General Administration

- Providing administrative support to other colleagues, in particular to the Head of Department and Department Manager.
- Supporting the Student Academic Mentor initiative within the Department.
- Providing administrative support in relation to Research Excellence Framework and Impact submissions as necessary.
- Providing an enquiry service for the Department, handling incoming telephone calls and emails and providing appropriate information to callers.
- Attending and servicing meetings within the department as necessary, including taking accurate meeting minutes.

- Liaising and maintaining contact with other units as necessary to ensure the smooth running of the anthropology department, for example: Registry, Timetables, Estates, Audio-visual unit and other Divisions.
- Creating and maintaining effective office filing systems and departmental records.
- Helping to maintain financial records.
- Liaising with academics and Virtual Learning Environment editors to prepare reading lists.
- Carrying out general office administration, for example stationery supply maintenance, post distribution, photocopying or printing.

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.

Free Speech
The Code of Practice on Free Speech outlines the responsibilities of LSE to protect and promote freedom of speech and academic freedom within the law for students, faculty, staff, and visiting speakers. It applies to all activities on LSE premises and those conducted in the name of the School or LSE Students' Union at any location. The Code confirms that LSE does not take formal positions on political or international issues but provides a platform for critical debate within the law, taking account of the various legislative requirements and the context provided by policies and procedures. Procedures are set out in the Code on how events must be arranged and conducted.

Equity, Diversity and Inclusion (EDI)
LSE is committed to building a diverse, equitable and inclusive university. All staff are expected to contribute to a working, teaching and research environment in which people are treated with dignity and respect, and to comply with LSE's duties to prevent unlawful discrimination, harassment and victimisation on the grounds protected by the Equality Act 2010. LSE is also committed to advancing equality of opportunity in relation to social and economic background. These expectations do not require staff or applicants to endorse any particular political, philosophical or contested viewpoint, and are subject to LSE's statutory duties and commitment to protect freedom of speech and academic freedom within the law, which includes the right of academic staff to question and test received wisdom, and to put forward unpopular or controversial opinions.

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.