THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

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: Programmes Co-ordinator

Department/Division: Department of Management
Accountable to: Programme Administrator

Job Summary:

To provide a high and comprehensive level of reception, administrative and events support to the staff and students of the Department of Management, supporting the work of the Programmes teams, Student Experience Manager and Faculty in delivering the Department's degree programmes and varied calendar of events.

To take on specific tasks throughout the year for individual Programme teams as defined by the Programme Manager, in conjunction with allocated cyclical tasks.

Duties and Responsibilities

The key duties associated with this post are as follows:

Communication

- To provide administrative support for the orientation and welcome of new students, including organising and documenting pre-sessional and/or Welcome events and the production of welcome and study materials.
- To work closely with Faculty and Programmes teams to coordinate and administer reading lists and case studies.
- To contribute to the design and distribution of student newsletters and other key student communications.
- To manage, triage and communicate via shared programmes mailboxes with key stakeholders.

Reception and Front-Facing Activities

- To act as a focal point of enquiry for student queries and to provide advice on Department and School procedures or refer elsewhere as appropriate.
- To provide high levels of customer service to current students, applicants, alumni and other visitors to the Reception Desk.

Events and Student Experience

- To support the delivery of the Department of Management's cross-programmes student experience related events and initiatives
- To support the Staff Student Liaison Committee and other ad-hoc working groups as required.
- To support the organisation and delivery of programme-related events, including the orientation of new students and extra-curricular events throughout the academic year.
- To assist with the coordination of alumni and career development activities.

- To undertake appropriate administrative tasks to facilitate meetings and events, including catering and making room bookings for student activities.

Programme Administration Support

- To prepare, update and maintain reading lists and Moodle pages as required.
- To liaise with relevant administrative staff and Faculty both inside and outside of the Department to support programmes and courses and aid the smooth running of the Programmes teams.
- To work closely with the Marketing, Analytics and Communications team as required, to ensure that information in student communications, on webpages and on social media channels remains up-to-date.
- To assist with assessment and marking procedures, including coordinating a large number of assessment submissions in an accurate and timely manner.
- To identify potential areas of development for student support and methods of implementation.

Department Duties

- To support and cover for other Programme Coordinators.
- To be a proactive member of the Programmes Team, contributing to Department wide plans and activities.
- To support the implementation of the Department's future plans and developments.
- To understand and abide by the School's regulations and legislation regarding data protection, freedom of information and recorded student information.

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. Some attendance at evening events is required.

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.

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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 and energy impacts in the performance of the role and actively contribute to the delivery of the LSE Sustainability Policies.