

JOB DESCRIPTION AND PERSON SPECIFICATION

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|------------------------|---|
| POST: | Programme Administrator (CPD Short Courses & Research Degrees) |
| DIVISION/DEPT: | Division of Education / Teaching Support Office |
| GRADE: | 3 |
| ACCOUNTABLE TO: | Programme Administration Manager (CPD & Research Degrees) |

JOB DESCRIPTION

About the School

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate education in public and global health. Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Founded in 1899 by Sir Patrick Manson, the School has expanded in recent years at its two main sites on Keppel Street and Tavistock Place. The School's multidisciplinary expertise includes clinicians, epidemiologists, statisticians, social scientists, molecular biologists and immunologists, and we work with partners worldwide to support the development of teaching and research capacity.

Research income has grown to over £85 million per year from national and international funding sources including the UK government, the European Commission, the Wellcome Trust and philanthropic sources.

Education programmes have grown to more than 1,000 London-based Master's and Research students, 2,900 studying Master's by distance learning and 1,000 on short courses and continuous professional development. We have also launched a series of free online courses, and more than 15,000 people registered on the first of these, Ebola in context. Our staff, students and alumni work in more than 150 countries in government, academia, international agencies and health services.

The School is highly ranked in various university league tables. It was named the world's leading research-focused graduate school in the Times Higher Education World Rankings in 2013. In 2014, it was ranked in the top 10 universities in the world for citation rate by the new EU-supported U-Multirank database, fourth in the world for impact in medical sciences by the Leiden Ranking and third in the world for social science and public health in the US News Best Global Universities Ranking. According to the results of the UK government's Research Excellence Framework, published in December 2014, the School was ranked second overall (after the Institute for Cancer Research) on the key measure of impact.

Division of Education / Student & Academic Services

The Division of Education is led by the Pro-Director (Learning, Teaching and Enhancement). The Pro-Director is responsible for leading the strategic development of the School's education

provision and maintaining oversight of its operational delivery in conjunction with the Academic Registrar.

The Academic Registrar supports the Pro-Director (Learning, Teaching and Enhancement) by providing strategic leadership and management of the School's student and staff-facing education support services. These are known collectively as the Student & Academic Services Department and are comprised of the following seven professional support teams:

- Careers
- Distance Learning Office
- Quality and Academic Standards
- Registry
- Student Advice and Counselling
- Teaching Support Office
- Technology-Enhanced Learning

The Division of Education manages and supports the School's education provision (taught programmes, CPD short courses and research degrees), by bringing together staff from across the School's academic faculties and professional support areas, to maximise and enhance the quality of learning and education provision and the student experience. The School comprises three [academic faculties](#) that are responsible for developing and delivering the School's academic programmes: Epidemiology and Population Health (EPH), Infectious and Tropical Diseases (ITD) and Public Health and Policy (PHP).

The School presents unrivalled opportunities for postgraduate study of the major disciplines related to public health and tropical medicine and seeks to offer challenge, choice and student-centred learning. In accordance with the School's mission, the postgraduate teaching programme aims to contribute to an improvement in the health of individuals and populations, and to the advancement of medical and health sciences, both in the UK and internationally. The School is one of the autonomous colleges that form the federal University of London. On successful completion of their studies, students gain a University of London degree.

The School currently offers a range of taught master's degree programmes (18 face-to-face and 6 distance learning) and 3 research degrees (MPhil, PhD & DrPH), many of which can be studied on a full-time or part-time basis. In addition, a short study programme provides intensive advanced learning through a range of shorter continuing professional development courses. There is increasing emphasis on diversifying the methods of delivery (distance, eLearning) and on allowing students to mix these modes (blended learning).

Teaching Support Office

The Teaching Support Office (TSO) provides administrative support for the day-to-day delivery of London-based programmes including master's degrees, continuing professional development short courses (CPD) and School-wide elements of research degrees. The TSO delivers a friendly, professional and efficient customer-facing support service to students, staff and external stakeholders.

The TSO is responsible for a number of areas including:

- the provision of teaching materials, programme/module handbooks and documentation
- updating information on the School's Virtual Learning Environment (Moodle)

- timetabling and allocation of teaching rooms
- arrangements for examinations and coursework assessments
- assisting with the organisation and support of School-wide activities such as orientation, module registration and graduation
- supporting School-wide elements of the research degree programme
- liaison with teaching staff, Registry and the Distance Learning Office

The TSO is comprised of five teams as follows:

- **Postgraduate Taught Programme Administration:** Three teams that support the London-based master's programmes and modules for each of the School's three faculties.
- **CPD/Research Degrees Administration:** A team that supports the School's continuing professional development short courses (CPD) and the School-wide elements of research degrees.
- **Timetabling and Room Booking:** A team which supports the School's timetabling and room booking functions.

Job Purpose

The postholder will be responsible to the Programme Administration Manager (CPD & Research Degrees) and will provide administrative support for the London-based continuing professional development (CPD) short courses and School-wide elements of the research Degree programme.

The postholder will work closely with other staff in the TSO, Short Course Organisers (SCOs), the DrPH Programme Director, Module Organisers, the Head of the Teaching Support Office (HTSO), Faculty Research Degree Managers and staff in other departments to provide an effective administrative support service for students, staff and external stakeholders. In addition, the post holder regularly works with colleagues in the Registry who are responsible for academic regulations, admissions, examinations, fees and scholarships and student records.

| Head of the Teaching Support Office (HTSO) | | | | |
|---|---|---|---|--|
| EPH Faculty (4 staff) | ITD Faculty (4 staff) | PHP Faculty (4 staff) | CPD / Research Degrees (3 staff) | Timetabling & Room booking (2 staff) |
| 1 Programme Administration Manager 3 Programme Administrators | 1 Programme Administration Manager 3 Programme Administrators | 1 Programme Administration Manager 3 Programme Administrators | 1 Programme Administration Manager 2 Programme Administrators | 1 Timetabling & Room Booking Manager 1 Timetabling & Room Booking Officer |

The specific duties of this post are as follows:

1. CUSTOMER SERVICE AND ADVICE

- 1.1 Acting as the first point of contact for all education-related queries, providing a high level of customer service and dealing with a wide range of enquiries from prospective and current students, School staff and external stakeholders.
- 1.2 Responding promptly and proactively to enquiries in person or by email, letter and telephone, providing accurate advice or referring enquiries to the relevant person/department.
- 1.3 Maintaining a good knowledge of School programmes, modules, policies and procedures in order to provide accurate information and advice to stakeholders.

2. EDUCATION ADMINISTRATION

- 2.1 Assisting the Programme Administration Manager in setting up, developing and maintaining computerised and other systems to ensure the smooth and efficient running of London-based CPD short courses and modules.
- 2.2 Providing administrative support for CPD short course, research degree and module organisation, including the preparation and distribution of handbooks and teaching materials via the School's Virtual Learning Environment (Moodle) and in hard copy where required.
- 2.3 Arranging timetables, room bookings and teaching equipment in conjunction with the Timetabling and Room Booking Team, and ensuring that amendments are made in a timely manner and communicated promptly to students and staff.
- 2.4 Assisting with the upkeep of CPD short course and research degree information as directed by the Programme Administration Manager and the Head of the Teaching Support Office (HTSO) and ensuring that information on the web and Moodle is accurate and up to date.
- 2.5 Maintaining orderly, accurate, comprehensive and up to date records and files, ensuring that all information and records are managed in accordance with Data Protection requirements.
- 2.6 Assisting with the monitoring of student attendance and the provision of class lists and student data as required.
- 2.7 Assisting the Programme Administration Manager with ordering supplies, monitoring budget expenditure and liaising with Finance and Human Resources as required.
- 2.8 Assisting with the preparation of orientation and induction for the start of session and for individual CPD short courses.
- 2.9 Assisting Short Course Organisers and Module Organisers with the programme and module evaluation process.

3. COMMITTEES

- 3.1 Acting as Secretary to programme committees, including arranging meetings and booking hospitality, drafting agendas (in consultation with the Chair), distributing papers, taking minutes and ensuring that any appropriate follow-up actions are taken in conjunction with the Programme Administration Manager.
- 3.2 Acting as Secretary to any other committees or attending other meetings as directed by the Programme Administration Manager or the Head of the Teaching Support Office.

4. ASSESSMENT

- 4.1 Assisting with the management of coursework assessments and projects, including submission and distribution for marking, liaison with markers, monitoring adherence to deadline dates and recording of late submissions
- 4.2 Preparing examination papers in accordance with School guidelines in liaison with academic staff and preparing examination scripts for marking by academic staff.
- 4.3 Inputting assessment marks onto the School's student records system (SITS, eVision).
- 4.4 Providing external examiners with assessed work for review and moderation in accordance with School guidelines.
- 4.5 Liaising with the Exam Board Chair and the external examiners to confirm the dates of the Exam Board
- 4.6 Acting as Secretary to the Exam Boards including making all necessary arrangements, preparing materials for the Board and taking minutes.

5. LIAISON WITH OTHER STAFF/DEPARTMENTS

- 5.1 Liaising with appropriate staff in TSO, Registry and other departments within the School on all matters relating to CPD short courses and School-wide elements of research degrees.
- 5.2 Working collaboratively with staff in the TSO, Registry and other departments to ensure the delivery of a comprehensive, customer-focused support service for students, School staff and external stakeholders.

6. OTHER DUTIES

- 6.1 Providing cover for other members of the team during periods of absence.
- 6.2 Keeping up to date with appropriate School policies, procedures and IT developments and attending training courses when required.
- 6.3 Undertaking any other duties commensurate with the grade of the post.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop, providing there is full consultation with the post-holder.

The post holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Director of Professional Service.

The post holder will be responsible and accountable for ensuring all School policies, procedures, Regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review (appraisal) process.

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the postholder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

POST: Programme Administrator (CPD and Research Degrees)

DIVISION/DEPT: Division of Education / Teaching Support Office

Tested by* A = application; I = interview; T = test

| 1. Qualifications | Essential (E) Desirable (D) | Tested by* |
|---|--------------------------------|---------------|
| 1.1 Educated to A level or equivalent relevant experience | E | A |

| 2. Knowledge and Experience | Essential (E)/ Desirable (D) | Tested by* |
|--|---------------------------------|---------------|
| 2.1 Experience of working in an administrative role (preferably in an education setting) | E | A, I |
| 2.2 Successful experience of working in a customer-facing role. | E | A, I |
| 2.3 Successful experience of working collaboratively as part of a team. | E | A, I |
| 2.4 Successful experience of effective record keeping. | E | A, I |
| 2.5 Experience of working with a large student records system (i.e. SITS, Banner etc.) | D | A, I |
| 2.6 Experience of supporting formal committees. | D | A, I |
| 2.7 Experience of working in a Higher Education setting. | D | A, I |

| 3. Skills and Abilities | Essential (E)/ Desirable (D) | Tested by* |
|--|---------------------------------|---------------|
| 3.1 Good numeracy skills with proven ability to work accurately and methodically. | E | A, I, T |
| 3.2 Excellent written and verbal communication skills. | E | A, I, T |
| 3.3 Excellent interpersonal skills, including the ability to establish effective professional relationships with students and staff from a variety of backgrounds. | E | A, I |
| 3.4 A flexible approach to working in a changing environment. | E | A, I |
| 3.5 Ability to work calmly under pressure and to meet deadlines. | E | A, I |

| 3. Skills and Abilities | Essential (E)/ Desirable (D) | Tested by* |
|--|---------------------------------|---------------|
| 3.6 Proven ability to organise and prioritise own workload and work independently. | E | A, I |
| 3.7 Demonstrable IT skills using Windows-based software (Word, Excel), email and the internet. | E | A, I |

Updated by:

John Peck, Academic Registrar, 13 October 2017

SALARY AND CONDITIONS OF APPOINTMENT

The post is full-time and fixed term for one year. The salary is on the Professional Support Pathway Grade 3 from £24,761 - £28,053 per annum (inclusive of London Weighting). The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Director's Days". Membership of the Pension Scheme is available.

ASYLUM AND IMMIGRATION STATEMENT

The School will comply with the Immigration, Asylum and Nationality Act 2006, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to bring their passport (and visa if applicable) to interview so that it can be copied and verified.

This role does not meet the minimum requirements set by UK Visas and Immigration to enable sponsorship of migrant workers. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.

Further information about Certificate of Sponsorship and eligibility to work in the UK, can be found at: www.ukba.homeoffice.gov.uk/employers/points