JOB DESCRIPTION AND PERSON SPECIFICATION

POST: Programme Administrator

DIVISION/DEPT: Division of Education / Teaching Support Office

GRADE: 3

ACCOUNTABLE TO: Programme Administration Manager

JOB DESCRIPTION

About the School

The London School of Hygiene & Tropical Medicine, University of London, 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.

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 performs well in various global university league tables. In the US News Best Global Universities Ranking 2018, we are ranked sixth in the world in the fields of social sciences and public health. The inaugural Center for World University Rankings by Subject in 2017 placed the School first in the world for tropical medicine research, second for parasitology and seventh for infectious diseases, public, environment and occupational health, and social sciences and biomedical. The School was named University of the Year 2016 by Times Higher Education and awarded a Queen's Anniversary Prize for Higher and Further Education in 2017, in recognition of our response to the Ebola epidemic.
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 education programmes including master’s degrees, continuing professional development (CPD) short courses 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 that supports the School’s timetabling and room booking functions.

<table>
<thead>
<tr>
<th>EPH Faculty (4 staff)</th>
<th>ITD Faculty (4 staff)</th>
<th>PHP Faculty (4 staff)</th>
<th>CPD / Research Degrees (3 staff)</th>
<th>Timetabling &amp; Room booking (2 staff)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Programme Administration Manager</td>
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<td>1 Programme Administration Manager</td>
<td>1 Timetabling &amp; Room Booking Manager</td>
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<tr>
<td>3 Programme Administrators</td>
<td>3 Programme Administrators</td>
<td>3 Programme Administrators</td>
<td>2 Programme Administrators</td>
<td>1 Timetabling &amp; Room Booking Officer</td>
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**Job Purpose**

The postholder will be responsible to a Programme Administration Manager and will work in one of the three TSO teams providing administrative support for the London-based programmes and modules within the three faculties.

The postholder will work closely with other staff in the TSO, the Head of the Teaching Support Office (HTSO), Faculty Taught Programme Directors, Programme Directors and Module Organisers 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.
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 teaching-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. **TEACHING 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 programmes and modules.

   2.2 Providing administrative support for programme and module organisation, including the preparation and distribution of programme and module 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 programme and module information as directed by the Programme Administration Manager and the Head of the Teaching Support Office 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.

   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 monitoring expenditure for programmes and modules.

   2.8 Assisting with the organisation of module choice ensuring that students are registered on the correct modules in a timely manner.

   2.9 Assisting with the preparation of orientation and induction for the start of session.

   2.10 Assisting with the programme and module evaluation process.
3. **COMMITTEES**

3.1 Acting as Secretary to Master’s 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 Programme Administration Managers.

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 (via Moodle or in hard copy), 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.

4.3 Preparing examination scripts for marking by academic staff.

4.4 Inputting assessment marks onto the School’s student records system (SITS, eVision).

4.5 Providing external examiners with assessed work for review and moderation in accordance with School guidelines.

4.6 Liaising with the Exam Board Chair and the external examiners to confirm the dates of the Exam Board.

4.7 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 Division of Education and Registry on all matters relating to students and the School’s programmes and modules.

5.2 Working collaboratively with all 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.*

**ASYLUM & IMMIGRATION**

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](http://www.ukba.homeoffice.gov.uk/employers/points)
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.

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Tested by* A = application; I = interview; P = Presentation

<table>
<thead>
<tr>
<th>1. Qualifications</th>
<th>Essential (E)</th>
<th>Desirable (D)</th>
<th>Tested by*</th>
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<tbody>
<tr>
<td>1.1 Educated to A level or equivalent relevant experience.</td>
<td>E</td>
<td>A</td>
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<thead>
<tr>
<th>2. Knowledge and Experience</th>
<th>Essential (E)</th>
<th>Desirable (D)</th>
<th>Tested by*</th>
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<tbody>
<tr>
<td>2.1 Experience of working in an administrative role (preferably in an education setting).</td>
<td>E</td>
<td>A, I</td>
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<tr>
<td>2.2 Successful experience of working in a customer-facing role.</td>
<td>E</td>
<td>A, I</td>
<td></td>
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<td>2.3 Successful experience of working collaboratively as part of a team.</td>
<td>E</td>
<td>A, I</td>
<td></td>
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<tr>
<td>2.4 Successful experience of effective record keeping.</td>
<td>E</td>
<td>A, I</td>
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<tr>
<td>2.5 Experience of working with a large student records system (i.e. SITS, Banner etc.)</td>
<td>D</td>
<td>A, I</td>
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<tr>
<td>2.6 Experience of supporting formal committees.</td>
<td>D</td>
<td>A, I</td>
<td></td>
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<tr>
<td>2.7 Experience of working in a Higher Education setting.</td>
<td>D</td>
<td>A, I</td>
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<tr>
<th>3. Skills and Abilities</th>
<th>Essential (E)</th>
<th>Desirable (D)</th>
<th>Tested by*</th>
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<tbody>
<tr>
<td>3.1 Good numeracy skills with proven ability to work accurately and methodically.</td>
<td>E</td>
<td>A, I, T</td>
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<tr>
<td>3.2 Excellent written and verbal communication skills.</td>
<td>E</td>
<td>A, I, T</td>
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<tr>
<td>3.3 Excellent interpersonal skills, including the ability to establish effective professional relationships with students and staff from a variety of backgrounds.</td>
<td>E</td>
<td>A, I</td>
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<tr>
<td>3.4 A flexible approach to working in a changing environment.</td>
<td>E</td>
<td>A, I</td>
<td></td>
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<td>3.5 Ability to work calmly under pressure and to meet deadlines.</td>
<td>E</td>
<td>A, I</td>
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<td>3.6 Proven ability to organise and prioritise own workload and work independently.</td>
<td>E</td>
<td>A, I</td>
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3. Skills and Abilities

<table>
<thead>
<tr>
<th></th>
<th>Essential (E)</th>
<th>Desirable (D)</th>
<th>Tested by*</th>
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<tr>
<td>3.7</td>
<td>Demonstrable IT skills using Windows-based software (Word, Excel), email and the internet.</td>
<td>E</td>
<td>A, I, T</td>
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</tbody>
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Updated by:
John Peck, Academic Registrar, 13 October 2017