

## JOB DESCRIPTION AND PERSON SPECIFICATION

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<b>POST:</b>	<b>Programme Administrator (CPD Short Courses &amp; Research Degrees)</b>
<b>DIVISION/DEPT:</b>	Division of Education / Programme Administration Office
<b>GRADE:</b>	3
<b>ACCOUNTABLE TO:</b>	Programme Administration Manager (CPD & Research Degrees)

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### General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is renowned for its research, postgraduate studies and continuing 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.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

### History

Founded in 1899 at the London Docks, LSHTM is now based in Bloomsbury, where it has two main sites at Keppel Street and Tavistock Place, and additional sites in The Gambia and Uganda. Today, our staff, students and alumni work in government, academia, international agencies and health services across the world.

### Research

Research income has grown to more than £180 million per year from national and international funding sources including UK government and research councils, the European Union, the Wellcome Trust, Gates Foundation and other philanthropic sources.

Our diverse research talents, skills and experience underpin our position as a leader in public and global health. These range from the molecular to the global, the theoretical to the applied, the analytical to the political. Our staff are conducting research in more than 100 countries.

### Staff community

We have 3,500 staff based all around the world with core hubs in London and at the MRC Units in The Gambia and Uganda, which joined LSHTM in February 2018. Our outstanding, diverse and committed staff make an impact where it is most needed - deploying research in real time in response to crises, developing innovative programmes for major health threats, or training the next generations of public and global health leaders and researchers.

## **Partnerships**

Working in partnership is central to achieving our mission. Our strategic collaborations in the UK and across high-, middle- and low-income countries deliver health and socioeconomic benefits across the world, especially in the most disadvantaged communities.

LSHTM is also a member of the M8 Alliance of Academic Health Centers, Universities and National Academies, the Association of Schools of Public Health in the European Region, and the Consortium of Universities for Global Health.

## **Education**

We deliver research-led educational programmes to future health leaders, managers and researchers across the world. We have more than 1,200 face-to-face Master's and Doctoral students, 3,800 studying by distance learning, and 500 each year on short courses and continuous professional development. Our free online courses are studied by more than 300,000 participants globally.

## **Excellence in research and education**

We perform strongly in various global university league tables. In the Shanghai Ranking's Global Ranking of Academic Subjects 2022 we placed 3rd in public health (1st in the UK). In the 2022 CWTS Leiden Ranking LSHTM is ranked 1st in the world for publishing open access research and 1st in the UK for the proportion of academic research with women listed as authors. Our global partnerships are also recognised, with LSHTM placed first position in the UK and 10th in the world for the proportion of our research which includes international collaboration.

In the US News Best Global Universities Ranking 2022, we ranked 2nd in the world for public, environmental & occupational health, 4th in the world for infectious diseases, 14th in the world for social sciences & public health, and 13th best University in the UK overall. We ranked 23rd for medicine in the 2021QS World University Rankings.

In 2017, the inaugural Center for World University Rankings by Subject placed LSHTM 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.

LSHTM 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 2014 Ebola epidemic in West Africa. LSHTM does not appear in the Times Higher Education World University Rankings as universities are excluded if they do not teach undergraduates.

We seek to foster and sustain a creative and supportive working environment based upon an ethos of respect and rigorous scientific enquiry. We embrace and value the diversity of our staff and student population and seek to promote equality as an essential element in contribution to improving health worldwide.

LSHTM is one of around 20 specialist institutions that receive institution specific funding from the Office for Students (OfS). This funding recognises the additional costs that LSHTM incurs because of its unique range of teaching, specialist facilities, and the scale of its contributions to national and international agencies.

## **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 Secretary and Registrar.

The Secretary and 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 professional support teams:

- Careers
- Programme Administration Office
- Quality and Academic Standards
- Registry
- Student Support Services
- Centre for Excellence in Learning and Teaching

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).

### **Programme Administration Office**

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

The PAO 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 QAS

The PAO is comprised of the following teams:

- **Intensive Postgraduate Taught Programme Administration:** A team that supports the London-based master's programmes and modules for each of the School's three faculties.
- **Distance Learning Programme Administration:** A team that supports the distance learning 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 Bookings:** A team that 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 PAO, Short Course Organisers (SCOs), the DrPH Programme Director, Module Organisers, the Head of Programme Administration, 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.

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 Programme Administration 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 Programme Administration.

### **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 PAO, 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 PAO, 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, and assisting across the PAO, as required.
- 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.

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## **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 / Programme Administration Office

Tested by\* A = application; I = interview; T = Test

<b>1. Qualifications</b>	<b>Essential (E) Desirable (D)</b>	<b>Tested by*</b>
1.1 Educated to A level or equivalent relevant experience.	E	A

<b>2. Knowledge and Experience</b>	<b>Essential (E)/ Desirable (D)</b>	<b>Tested by*</b>
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

<b>3. Skills and Abilities</b>	<b>Essential (E)/ Desirable (D)</b>	<b>Tested by*</b>
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



<b>3. Skills and Abilities</b>	<b>Essential (E)/ Desirable (D)</b>	<b>Tested by*</b>
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:

D Keane, Head of Programme Administration, July 2022

### **SALARY AND CONDITIONS OF APPOINTMENT**

This post is permanent and full-time, 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 3 in the range £28,053 - £31,519 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 "Wellbeing Days". Membership of the Pension Scheme is available.

Applications should be made on-line via our website at <http://jobs.lshtm.ac.uk>. Online applications will be accepted by the automated system until 10pm of the closing date. Any queries regarding the application process may be addressed to [jobs@lshtm.ac.uk](mailto:jobs@lshtm.ac.uk).

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV" will not be considered acceptable.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

### **ASYLUM AND IMMIGRATION STATEMENT**

The School will comply with current UKVI legislation, 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 email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.