

JOB DESCRIPTION



Job Title: Programme Administrator (CPD Short Courses & Research Degrees)
Department: Programme Administration Office
Faculty/Professional Service: Division of Education
Location: London
Reports to: Programme Administration Manager (CPD & Research Degrees)
Full Time/Part Time/Casual: Full-time
Grade: Grade 3
Overall Purpose of the job: 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.

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

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.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

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.

To find out more please visit our [Introducing LSHTM page](#).

Our Values

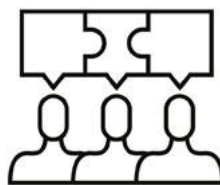
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

FACULTY/DEPARTMENT INFORMATION

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.

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.

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.

Main Duties and Responsibilities

Customer Service And Advice

- 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.
- 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.
- Maintaining a good knowledge of School programmes, modules, policies and procedures in order to provide accurate information and advice to stakeholders.

Education Administration

- 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.
- 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.
- 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.
- 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.
- 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.
- Assisting with the monitoring of student attendance and the provision of class lists and student data as required.

- Assisting the Programme Administration Manager with ordering supplies, monitoring budget expenditure and liaising with Finance and Human Resources as required.
- Assisting with the preparation of orientation and induction for the start of session and for individual CPD short courses.
- Assisting Short Course Organisers and Module Organisers with the programme and module evaluation process.

Committees

- 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.
- Acting as Secretary to any other committees or attending other meetings as directed by the Programme Administration Manager or the Head of Programme Administration.

Assessment

- 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
- Preparing examination papers in accordance with School guidelines in liaison with academic staff and preparing examination scripts for marking by academic staff.
- Inputting assessment marks onto the School's student records system (SITS, eVision).
- Providing external examiners with assessed work for review and moderation in accordance with School guidelines.
- Liaising with the Exam Board Chair and the external examiners to confirm the dates of the Exam Board

- Acting as Secretary to the Exam Boards including making all necessary arrangements, preparing materials for the Board and taking minutes.

Liaison With Other Staff/Departments

- 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.
- 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.

Additional Information

- Providing cover for other members of the team during periods of absence, and assisting across the PAO, as required.
- Keeping up to date with appropriate School policies, procedures and IT developments and attending training courses when required.
- 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 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 Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM 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 and Development Review (PDR).

PERSON SPECIFICATION

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

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

Competency	Evidence	E / D
Education, Qualifications and Training	<ul style="list-style-type: none"> Educated to A level or equivalent relevant experience. 	E
Experience	<ul style="list-style-type: none"> Experience of working in an administrative role (preferably in an education setting). 	E
	<ul style="list-style-type: none"> Successful experience of working in a customer-facing role. 	E
	<ul style="list-style-type: none"> Successful experience of working collaboratively as part of a team. 	E
	<ul style="list-style-type: none"> Successful experience of effective record keeping. 	E
	<ul style="list-style-type: none"> Experience of working with a large student records system (i.e. SITS, Banner etc.) 	D
	<ul style="list-style-type: none"> Experience of supporting formal committees. 	D
	<ul style="list-style-type: none"> Experience of working in a Higher Education setting. 	D
General	<ul style="list-style-type: none"> Good numeracy skills with proven ability to work accurately and methodically. 	E
	<ul style="list-style-type: none"> Excellent written and verbal communication skills. 	E
	<ul style="list-style-type: none"> Excellent interpersonal skills, including the ability to establish effective professional relationships with students and staff from a variety of backgrounds. 	E
	<ul style="list-style-type: none"> A flexible approach to working in a changing environment. 	E
	<ul style="list-style-type: none"> Ability to work calmly under pressure and to meet deadlines. 	E
	<ul style="list-style-type: none"> Proven ability to organise and prioritise own workload and work independently. 	E
	<ul style="list-style-type: none"> Demonstrable IT skills using Windows-based software (Word, Excel), email and the internet. 	E

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: Jul 2024

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 3 scale in the range £28,614 - £32,307 per annum pro rata (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.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

Application Process

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to 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", "Yes" or "No" will not be considered acceptable and will not be scored.

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

LSHTM 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.