

JOB DESCRIPTION



Job Title: Programme Administration Manager (Distance Learning Programme)
Department: Programme Administration Office
Faculty/Professional Service: Division of Education
Location: London
Reports to: Head of Programme Administration Office
Responsible for: Programme Administrators
Full Time/Part Time/Casual: Full Time
Grade: Grade 5
Overall Purpose of the job: The post holder provides support primarily to one of the DL MSc programmes and is responsible for ensuring high quality and efficient management and administration of the programme, working closely with the Programme Directors and Module Organisers. The postholder directly line manages one or more Programme Administrators. The post requires a high level of communication skills and accuracy, the ability to prioritise and manage a challenging workload, and involves working with information of a confidential nature. Staff work as part of a team within the Programme Administration Office (PAO) and are required to be flexible with regard to tasks on other programmes as required, including offering assistance to other Programme Administration Managers during periods of holiday/sickness absence and at busy times of year. The post holder will work closely with other staff in the PAO, the Head of Programme Administration and Deputy Head of Distance Learning, Faculty Taught Programme Directors, Programme Directors, Exam Board Chairs, Project Module Organiser and Module Organisers to provide an effective administrative support service for students, staff and external stakeholders. In addition, the post holder regularly works with other departments in the School, and staff at the University of London who are responsible for admissions, registration and tuition fees, and examinations.

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

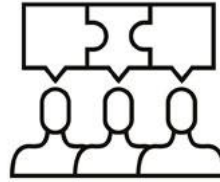
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

Main Duties and Responsibilities

1. Leadership and supervision of the Programme Administrator(s)

- Providing supervision and guidance to the Programme Administrator(s) to ensure that work is carried out correctly and efficiently in all aspects of the administration of the programme and its modules.
- Overseeing the distribution of tasks and regularly reviewing the workload of the Programme Administrator(s) to ensure appropriate responses to students and staff, ensuring that key deadlines are met.
- Planning ahead to arrange staff cover during anticipated staff absence or busy times of year, drawing any concerns to the attention of the Head of Programme Administration.
- Actively encouraging ongoing training and personal development of the Programme Administrator(s), including carrying out annual Performance & Development Reviews.
- Supervising and ensuring effective training of new and temporary administrative staff.
- Ensuring that they and the Programme Administrator(s) are aware of, and compliant with, LSHTM policies and procedures.

2. Management support of the MSc programme and modules

- Planning, managing and co-ordinating administrative support for the programme and its modules in the following areas:

- Ensuring prompt and appropriate responses are made to all student and staff enquiries.
- Timely updating of the Assignment and Exams Management Systems with key deadlines, documentation and templates, and tutor marking allocations.
- Ensuring prompt and efficient distribution of exam scripts, assignments and project/integrating reports for marking, ensuring effective monitoring of the marking and feedbacks is in place and drawing issues to the attention of the Programme Directors and Module Organisers as appropriate.
- Assisting the Head of Programme Administration/Deputy Head of Distance Learning in the compilation and accurate checking of marks/grades and papers, and their subsequent distribution to External Examiners, members of the Exam Board and University of London staff.
- Assisting the Deputy Head of Distance Learning in testing, monitoring, performing validation exercises and providing information on the DL data systems as necessary.
- Ensuring that strong and effective administration is in place for programme committees, Exam Board meetings and any other programme-specific meetings which the Programme Directors might hold.
- Ensuring the accurate provision of information to students and tutors regarding module calendar/deadlines, assignments and other programme issues, including assisting with access to and updating of the programme and module Virtual Learning Environment (Moodle) pages at the beginning of the academic year and throughout the year as necessary, and ensuring provision of updated programme/module materials to tutors.
- Assisting with the preparation and provision of programme and module teaching-related materials including updates to programme handbooks, module materials, online reading lists, project guidance documentation, editing and uploading of audio/video lecture recordings, and finalising examination papers, liaising with academic staff and staff within the Centre for Excellence and Learning in Teaching, Library & Archives Services and University of London as necessary.
- Assisting with setting up and maintenance of online real-time tutorial sessions (using Blackboard Collaborate or other software), liaising with Module Organisers, tutors, IT Services and Technology Enhanced-Learning staff as necessary.
- Management of the LSHTM component of the student application process, and ensuring timely and correct processing of exit awards/extenuating circumstance/recognition of prior learning and suspension of regulation requests.

- Assisting the Programme Directors and quality assurance staff at both LSHTM and University of London with the administration of annual programme/module-specific evaluations and periodic programme reviews.
- Ensuring that the policies, systems and procedures of the PAO, LSHTM and University of London with regard to the programme, are operated effectively and efficiently by the team, and drawing any issues to the attention of Programme Directors, Head of Programme Administration/Deputy Head of DL as appropriate.

3. Effective management of programme tutor recruitment, contracts and invoices

- Assisting the Programme Directors in the recruitment of new tutors, including being responsible for drawing up and managing recruitment documentation, and liaising with HR and the tutor to obtain right-to-work documentation. This may also include arranging external advertising of posts and arranging interviews.
- Ensuring accurate up-to-date records are kept of tutor contact details, updating the DL tutor database and provision of IT and Moodle access to tutors as required.
- Supporting the Programme Directors in the induction/training of tutors, including providing guidance on how to access and use the DL Assignment/Exams Management Systems, and provision of tutor training materials.

4. Financial management of the programme

- Receiving, checking and promptly processing invoices and expenses from tutors on a monthly basis, liaising with Payroll and Finance Office staff as necessary to ensure correct and timely payments.
- Regular monitoring of the programme budgets, ensuring accurate financial recording of all expenditure throughout the year, assisting with setting future budgetary requirements, and reporting on the status of the budget when requested to Programme Directors, Faculty Taught Programme Director/Faculty Operating Officer and Head of Programme Administration/Deputy Head of DL.

5. Contribute to the work of the Programme Administration Office

- Providing support, and ensuring the team provides support, for other Programme Administration Managers and Programme Administrators during periods of absence or when there is excessive workload.
- Working closely with the other Programme Administration Managers and Head of Programme Administration/Deputy Head of DL to ensure the effective operation of the PAO, including ensuring consistency of data recording, assisting with provision of statistical reports when needed, identifying resource needs within the PAO (including staff development), recognising the need for new, or amendments to existing, policies and procedures, and working to develop and introduce these in a way that is consistent and shares good practice.
- Initiating, maintaining and supporting good working relationships with staff of the University of London as necessary, through whom the School's DL programmes are run.

- Assisting the School's Quality Office staff with any quality-specific issues related to all aspects of the programme and its modules.

Additional Information

- Provide general administrative advice on the programme and its modules to students and staff within the Division of Education, personally and through the team as appropriate, liaising with other School staff, and staff of the University of London, as necessary.
- Undertake such other reasonable administrative responsibilities as may be required by the Head of Programme Administration/Deputy Head of DL, Faculty Taught Programme Directors or Director of Education Services.

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
Experience	<ul style="list-style-type: none"> • Experience providing comprehensive and proactive administrative support for taught programmes in higher education, preferably at postgraduate level. • Experience of setting and monitoring budgets. • Experience of supporting the work of committees. • Experience of maintaining and updating virtual learning environments (preferably Moodle). 	<p>E</p> <p>D</p> <p>D</p> <p>D</p>
General	<ul style="list-style-type: none"> • Excellent numerical and IT skills including the use of Microsoft software packages, databases & spreadsheets and electronic record keeping. • Proven ability to manage effectively the workload of others. • Excellent interpersonal skills including proven ability to establish and maintain effective working relationships with staff at all levels, and to work effectively in a team. • Proven ability to work on own initiative, including the ability to know when to confer with colleagues or refer matters on, and the ability to undertake a new area of work proactively. • Excellent organisational skills including proven ability to manage a significant workload under pressure and to prioritise workload effectively. • Excellent written and oral English communication skills, including a high level of accuracy and good presentation of work. • High level of personal motivation and interest in working in HE administration. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

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: August 2024

Salary and Conditions of Appointment

The post is full-time 35 hours per week, 1.0 FTE and permanent. The salary will be on the Professional Services salary scale, Grade 5 in the range £38,282 - £43,947 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.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications but due to the salary range for this role not meeting the general salary threshold, only applicants under certain circumstances may qualify for sponsorship for this role. Please refer to the details on the Skilled Worker visa pages to check if you are able to be paid below the [general threshold](#). Please indicate this in your application and proceed if you are able to meet the requirements.

Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found on the [government immigration rules page](#).