

JOB DESCRIPTION



Job Title: Head of Faculty Education Administration (X2)
Department: Central Department
Faculty/Professional Service: Division of Education
Location: London
Reports to: Director of Education Services
Full Time/Part Time/Casual: Full Time
Grade: Grade 7
Overall Purpose of the job: The Head of Faculty Education Administration is a collaborative Leadership role, supporting and working closely with the Faculty Associate Dean (Education) and Programme Directors to ensure high-level administrative and operational management to support the academic community in the smooth running and effective provision of education across the Faculty. Key to the role will be working across Faculties and professional services to support the educational life cycle of students in particular with services such as Registry, Education Policy, Student Experience, Student Support Services and other Faculty teams. The role will include management of matters related to the educational activities of students from enquiry to completion. The post holder will work closely with staff to support the development and implementation of the Faculty's education strategy. The person will lead in achieving a high quality and timely service to current and prospective students, and staff relating to the designated taught programmes.

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

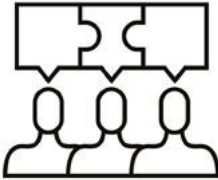
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

Main Duties and Responsibilities

Education administration

- Lead the monitoring and co-ordination of all aspects of education administration across all taught programmes in the Faculty
- Set targets and service standards, as appropriate for staff and services, and monitor and assess progress against these expectations
- Identify gaps in services and be proactive in finding solutions and implementing change
- Oversee the completion of regular/annual education administration tasks, including updating programme and module information and information on the VLE
- Provide advice and guidance for academic and education administration staff across the Faculty on education-related matters, regulations, policies and procedures, and offer assistance in implementing LSHTM policies and regulations

Student recruitment and experience

- Work closely with the communications and engagement team to improve student recruitment, including coordinating the work that the Faculty Education Administration Teams do to support these activities (e.g. updating module and specifications)
- Work with the Student Experience Team and Programme Teams to organise high-quality student welcome and induction events
- Support all staff with difficult student cases and work closely with senior Faculty staff to resolve issues and complaints
- Manage student engagement activities within the faculty, including recruitment, training and regular interaction with programme and faculty level student representatives.

Management & Leadership

- Work closely with the other FHEAs to co-ordinate and plan education administration activities, team development and inter-faculty administration.
- Recruit and line manage a team of Education Administrators, providing leadership, performance management, guidance and advice for supporting the delivery of taught programmes.
- Help create and implement a comprehensive training and development programme, which addresses skill shortages within the team and encourages professional growth
- Anticipate and account for gaps in provision and ensure the even distribution of workload across the administration teams supporting the delivery of taught programmes
- Work closely with the programme teams and the timetabling team to ensure efficient timetabling and the most effective use of space.
- Work with the Associate Dean (Education) and Faculty Operations Officer to prepare budgets and monitor expenditure related to the programme and module portfolio, providing financial approval when required.

Strategic planning, continuous improvement and development

- To work with the Faculty leadership team on a wide range of educational issues, including contributing to strategic plans, policies, procedures and operational matters, and implementing those relating to the educational provision
- Work with the Associate Dean (Education) to manage Quality Enhancement activities within the faculty

- Liaise with Programme Directors and Module Organisers to plan teaching delivery and with external contributors to teaching and managing teaching allocation process.
- Collect, analyse, and present data that will inform decisions made by the Faculty and LSHTM.
- Contribute to the development of new programmes, review of existing programmes and managing approval processes, working with the Quality Enhancement team.
- Work closely with the Registry and Student Systems & Centre for Excellence in Learning and Teaching (CELT) teams to ensure best use is made of systems supporting teaching and assessment.
- Serve on committees, including Faculty and Programme Teaching Committees, Exam Boards and working groups as required.

Additional Information

- Develop and maintain strong relationship with the FHEAs in the two other faculties to ensure consistency of approach and share best practice,
- Develop and maintain strong relationship with central professional services teams (Comms & Engagement, DARO, LCOS, Registry & Student Systems, Education Policy, Student Support & Wellbeing, University of London) to ensure consistency of approach, share best practice and advocate for the needs of the Faculty.
- Keep informed about programme and committee developments, attending and participating in meetings as required
- Respond to requests made under the Data Protection Act and Freedom of Information Act relating to designated programmes

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 degree level or equivalent professional experience (such as data analysis, report writing, creative problem solving, presentation skills) 	E
Experience	<ul style="list-style-type: none"> Experience of supporting taught postgraduate programmes Experience of supporting senior academic staff with the effective operation and administration of programmes and modules Experience of interpreting and implementing regulations, policies and procedures and contributing to policymaking at an institutional level Experience of reviewing processes and working practices to deliver efficient and high-quality service and outcomes Experience of, and track record of leading a culture of continuous improvement and enhancement Experience of delivering initiatives to enhance and improve the student experience Experience of managing staff and supporting their professional development Experience of working with systems supporting education (e.g. SITS, Moodle) 	D E E E E E E D
Knowledge	<ul style="list-style-type: none"> Knowledge of university education operations, the pressures and challenges facing the higher education sector, and the importance of this student experience Knowledge of best practice approaches to support programme administration and assessment Knowledge of governance and quality assurance practices and procedures in higher education 	E E E
General	<ul style="list-style-type: none"> Proven track record in administration and/or management, preferably within a higher education environment 	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: September 2024

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1.0 FTE. The salary will be on the Professional Services salary scale, Grade 7 scale in the range £52,199 - £59,623 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. 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](#).