

JOB DESCRIPTION



Job Title: Education Administrator
Department: Education Services
Faculty/Professional Service: Central Services
Location: London
Reports to: Education Administration Manager
Full Time/Part Time/Casual: Full Time
Grade: Grade 3
Overall Purpose of the job: The postholder will be responsible to the Education Administration Manager and will work in one of the three Faculty teams providing administrative support for MSc programmes and modules within the faculty. The postholder will work closely with other staff in the Education Administration Teams, the Head of Faculty Education Administration, The Associate Dean (Education), 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.

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.

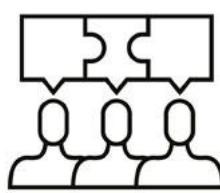
Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

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. 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. EDUCATION ADMINISTRATION

- 2.1. Assisting the Education 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 Education Administration Manager and the Head of Faculty Education 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.
- 2.6. Assisting with the monitoring of student attendance and the provision of class lists and student data as required.
- 2.7. Assisting the Education 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.
- 2.11. Assisting with the set-up of online teaching and learning events, providing support and guidance to academic staff, to ensure the best learning experience is provided to students.

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 Education Administration Managers.
- 3.2. Acting as Secretary to any other committees or attending other meetings as directed by the Education Administration Manager or the Head of the Faculty Education Administration Team.

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 across Faculty Education Administration Teams, Registry and other departments within the Division of Education on all matters relating to students and the School's programmes and modules.
- 5.2. Working collaboratively with all staff in the Faculty Education Administration teams, 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.
- 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). • Successful experience of working in a customer-facing role. • Successful experience of working collaboratively as part of a team. • Successful experience of effective record keeping. • Experience of working with a large student records system (i.e. SITS, Banner etc.) • Experience of supporting formal committees. • Experience of working in a Higher Education setting. 	E E E E D D D
Knowledge	<ul style="list-style-type: none"> • Knowledge of university education operations. • Knowledge of good practice approaches to support education delivery and assessments 	E E
Skills	<ul style="list-style-type: none"> • Good numeracy skills with proven ability to work accurately and methodically. • Excellent written and verbal communication skills. • Excellent interpersonal skills, including the ability to establish effective professional relationships with students and staff from a variety of backgrounds. • A flexible approach to working in a changing environment. • Ability to work calmly under pressure and to meet deadlines. 	E E E E 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: March 2025

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the LSHTM salary scale, Grade 3 scale in the range £30,231 - £33,925 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.