**JOB DESCRIPTION**

Postgraduate Programmes Coordinator  
Vacancy Ref: N2370

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Postgraduate Programmes Coordinator</th>
<th>Present Grade: 4S</th>
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<tbody>
<tr>
<td>Department/College:</td>
<td>LUMS Postgraduate Office</td>
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<tr>
<td>Directly responsible to:</td>
<td>Postgraduate Programmes Officer (EMBA)</td>
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<tr>
<td>Supervisory responsibility for:</td>
<td>n/a</td>
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**Other contacts**

**Internal:**
Programme Directors, Programme Manager, other academic, administrative and secretarial staff within LUMS, Central Administration and students.

**External:**
Prospective students, external examiners, alumni, partner institutions, external tutors, guest speakers, external agencies.

The role will support the professional management of postgraduate programmes in the LUMS Postgraduate Office (in particular the Executive MBA programme (EMBA)), providing a high level of administrative support to the programme team, partner institutions and students. The role is expected to provide a high level of service to students to ensure a consistent student experience.

**Major Duties:**

1. **Programme Administration**
   - Working with the Postgraduate Programmes Officer, Programme Director and wider MBA team deliver a high level of customer service to students and internal stakeholders involved on the programme.
   - The role holder will be responsible for programme administration in the following areas:
     - Making practical arrangements for programme induction in liaison with the Programmes Officer and Programme Director.
     - Liaising with module teams (tutors and international partners) regarding module delivery and arrangements, making travel arrangements where appropriate.
     - Managing room bookings and timetable changes.
     - Responsibility for the preparation and procurement of module materials (including updating Moodle) in a timely manner to provide a high level of customer service for students.
     - Supporting the production of programme documentation such as the Programme Handbook.
     - Responsible for making exam arrangements for the programme.
     - Responsibility for updating the LUSI courses handbook and maintain the database of postgraduate student information including personal details, attendance, and the academic record.
     - Provide guidance and information on all aspects of the programme content and programme requirements and regulations.
     - Coordination of attendance monitoring; escalating problems as they arise to either the Programme Officer or Director as appropriate.
2. Assessment
   • The role holder will support the assessment of students in the following areas:
     o Responsibility for the receipt and distribution of assessment/marking in a timely manner;
       keeping accurate records of work received, academic malpractice and subsequent marks; and
       following-up, by way of correspondence, coursework extensions, late or missing assignments.
     o Liaising with tutors teams regarding completion of moderation.
     o Recording marks and maintaining an accurate record on LUSI and ensure marked work is
       returned to students in a timely manner.
     o Assist in preparing documentation for programme boards including sending information to
       External Examiners.
     o Support as required the delivery and preparation for Exam Boards
     o Ensure that all assessed work is stored in a secure place for the correct time-period in line with
       university and external regulations.

3. Student Experience
   • The role holder will support the Programme Officer to deliver service excellence in relation to student
     experience and throughout the student journey.
   • The role holder will be the first point of contact for students on the EMBA and is supported in
     responding to student queries by the Programmes Officer.
   • The role holder is expected to provide pastoral care to students exercising initiative and discretion and
     liaising with departmental and central contacts, or partner institutions, when required.

4. Quality Assurance
   • To ensure compliance with university regulations and procedures and to provide advice on the
     assessment process to students and colleagues.
   • To ensure that AASCB assurance of learning templates are completed and to track students’ progress.
   • To assist in professional accreditation processes e.g. Chartered Management Institute and AMBA.
   • To organise module and programme evaluation surveys and contribute to the Annual Teaching review
     process.

5. Other Duties
   • To provide support to the Programme Officer in relation to budgets.
   • To support the servicing of programme meetings, for example, Staff Student Committees.
   • To provide cover for other members of the Postgraduate Office support staff team as required.
   • To carry out any other duties appropriate to the grade as required by the Postgraduate Manager,
     Operations Manager or Head of Faculty Administration.