



Course Officer

Location: London, United Kingdom - temporarily remote

Salary: £25-30k dependent upon experience

Permanent, full time role

Deadline 8 July 2021

Start date ASAP

Joining our mission

Help us build a world class university

We teach students to use interdisciplinary approaches to tackle the most important complex problems of our time.

Our flagship course: The LIS undergraduate programme



One innovative bachelor
of science and arts
programme (BASc)



Interdisciplinary
approach tackling
real-world problems



Paid internships

At LIS, we are building an innovative new London-based university that prepares learners to tackle the global challenges facing society.

We are launching in September 2021 with an initial cohort of 100 students - students who are curious, passionate about tackling complex global issues, brave enough to think outside the box and looking for a different university experience. We are committed to widening access, and have developed a ground-breaking admissions process, designed to admit students of outstanding achievement and potential, irrespective of their background – which we hope will go some way to tackling persistent inequality in higher education.

We have an exceptional full-time faculty of teachers, and close relationships with world leading organisations across a range of sectors.

We obtained NDAPS (new degree awarding powers) - the first UK university to do so since Warwick in 1965.

Your role

LIS is a new institution with an innovative undergraduate programme. We have a unique opportunity to do things differently and build an exceptional learning experience from the ground up – and as our Course Officer, you will play a key part in shaping this.

As a member of the Faculty team, you will be working in a fast-paced, technological environment to help carry out our administrative processes for our undergraduate programme. The team is dynamic and fast paced with Faculty coming from many different areas including computer science, philosophy, social sciences and art.

This is a pivotal role sitting at the heart of the teaching delivery, connecting across multiple internal stakeholders and our Founding Cohort.

This role provides a unique opportunity to help deliver our Flagship Course at a new higher education provider.

Your role

Core tasks

- To be the 'first line' of interaction for student queries relating to the programme
- Proactively handle operational delivery queries integral to the students' learning experience e.g. timetabling, IT Accounts (Aula, Quercus, attendance monitoring software), student and staff attendance monitoring guidance, library resources, room bookings
- Manage student and staff bookable rooms, keeping a record of bookings and room usage
- Manage library resources, ensuring books are returned and do not leave the building
- To proactively communicate and advise students and staff regarding all course-related matters, always seeking feedback for improvements
- To manage routine extension requests and act as a first point of contact in advising students on extenuating circumstances
- To support student attendance monitoring activities and engagement metrics working closely with other teams
- To monitor and maintain the student records system (Quercus), ensuring all records are accurate at all times, including entering and processing assessment related data, processing student withdrawals and suspensions, and managing module choices
- To support the production of data sets and data cleansing
- To support with systems related projects
- To monitor and maintain our virtual learning environment, Aula, including assessment activities and enrolments, and handle student and staff queries

Your role

Core tasks

- To work within prescribed policies, regulations and procedures, including those of HESA, Student Loan Company and other regulatory bodies
- To participate, as required, in the delivery of appropriate training and briefing sessions for academic and professional staff
- To be first point of contact for staff queries relating to the programme, and escalating as required
- To assist with student induction activities in liaison with other teams
- With the Faculty Manager, to assist in the development of administrative processes and reviews
- To cover for the Faculty Manager/Academic Lead where necessary or appropriate
- The post holder must respect the confidentiality of data stored electronically and by other means in line with General Data Protection Regulation 2018 (GDPR) the Data Protection Act 2018.

Who are you?

You are excited to help build a new university and not afraid to think outside of the box. You are passionate about creating a unique and exceptional learning experience unlike any other university. You have bold ideas and relentless energy. We are a start-up, so a key quality is that you are flexible and a team player, ready to jump in and support others as we work together during this founding stage.

Core skills, Experience and Attitude

- Excellent interpersonal skills with the ability to connect with and relate to students from a diverse range of backgrounds as well as a wide range of internal and external stakeholders
- Digitally literate
- Excellent organisational and time management skills to handle competing priorities in a fast-paced dynamic environment
- Proactive in sourcing information and solving day-to-day problems
- Strong data and modelling skills, including excel, data entry and checks
- Effective communication skills: over the phone, email, Zoom, Teams, and in written communications
- Details-orientated when carrying out tasks to ensure accuracy
- Ability to follow clear instructions and processes whilst working in collaboration across different teams
- Degree level qualification is an advantage
- Enthusiasm for the LIS mission - embracing our core values of being brave, kind, honest, keep learning and welcome difference
- Appreciation of joining a fast paced, dynamic start-up – able to deal with uncertainty and changing goal posts



Who are we?

We are a small and friendly team based in a co-working space in Aldgate in East London. Despite mostly working from home, we have established a number of ways to keep in regular contact and continue to support each other. We will go out of our way to welcome a new member of the team.

We also offer:

- Company sponsored monthly fitness contribution.
- Annual personal development contribution for external training.
- Opportunity to join a fast-growing organisation.
- 25 days holiday. Take time out to be inspired.

Next steps

- To apply, [please visit this link](#) where you will be asked to summarise your interest in the role and upload your contact details and CV
- Deadline is 8th July 2021
- We'll invite shortlisted applicants for a Zoom interview with a member of our Executive Leadership team
- If successful, we then invite you to a final round in our London offices (assuming this is possible. Otherwise there will be an additional remote interview round). This will involve a short time-management task

LIS is committed to diversity, equality and inclusion in the hiring of its staff, and in all aspects of staff training, remuneration, development and performance management.

The School's Recruitment of Ex-Offenders Policy aims to ensure that the School treats all applicants for jobs who have a criminal record fairly, and does not discriminate unfairly against candidates with either a spent or unspent conviction, whilst safeguarding the School, its staff, students, applicants and visitors. [See the full policy here](#)