



JOB DESCRIPTION

Job Title: Administrative Assistant & PA to the Director	
Department: Global Panel on Agriculture and Food Systems for Nutrition	
Faculty: London International Development Centre (LIDC)	
Location: 20 Bloomsbury Square, London WC1A 2NS	
Reports to: Finance & Administration Manager	
Responsible for: N/A	
Full Time	Hours (if less than full time):
Grade: 3	
<p>Job Context:</p> <p>London International Development Centre LIDC is a consortium of Colleges of the University of London which facilitates interdisciplinary research and training to tackle complex problems in international development. It brings together social and natural scientists from across the University of London's Bloomsbury Colleges to develop and implement research and training, and helps students in these Colleges to meet and learn about international development. A key recent focus of LIDC has been interdisciplinary and inter-sectoral research on agriculture and health for development. This programme places LIDC at the forefront of research on the effect of agricultural practice and policy on nutrition and health.</p> <p>Global Panel on Food Systems and Agriculture for Nutrition Launched at the Nutrition for Growth event on 8 June 2013 in London, the Global Panel on Agriculture and Food Systems for Nutrition is an independent group of influential experts advising decision-makers, particularly governments, on generating nutrition-enhancing agricultural and food policy and investment in low and middle income countries. The 11-member Panel is co-chaired by Professor Sir John Beddington and His Excellency John Kufuor. The purpose of the Panel is to provide global research and policy leadership to maximise the contribution of agriculture and food systems to improve nutrition and health outcomes, particularly of women and children.</p> <p>The Global Panel is supported by a Secretariat, based at the London International Development Centre (LIDC), whose activities are funded by Department for International Development (DFID).</p>	

The Global Panel works to ensure that agriculture and food systems support access to nutritious foods at every stage of life. The Global Panel regard improving nutrition as a global challenge, but one with a particular urgency for low and middle income countries where poor diets cause both undernutrition and a growing burden of diet-related Non-Communicable Diseases (NCDs). To address this challenge, the aims of the Panel are to catalyse research, consolidate evidence and experience, and promote evidence-based policies for agriculture and food systems that will improve nutrition.

The activities of the Global Panel are based on the following key areas:

- High-Level Roundtable meetings on food systems and diets, involving senior government, UN, civil society and private sector representatives, held in low-income countries
- Production and dissemination of policy and technical briefs– including the launch of these by Panel members at key external events around the world
- Foresight 2.0 – the production, dissemination and launch of a follow-up to the Panel's 2016 study on the future of food systems and diets
- Participation at international events to influence key actors in food system policies, especially with regard to low income countries.
- Meeting of the Panel and their representatives that take place once a year

Overall Purpose of the job:

The Global Panel Administrative Assistant & PA to the Director *provides* high-level personal assistance to Global Panel Director Professor Sandy Thomas, supporting her in all her work, dealing with correspondence, reports, papers and grant applications, monitoring a high level of email correspondence and responding appropriately during Professor Thomas' travel absence, maintaining suitable computerised and paper filing systems and maintaining a busy appointment diary.

The major tasks and responsibilities of the post are in the areas of relationship management, administration, logistics and information management. The post holder will report to the Global Panel Finance and Administration Manager and support the Secretariat team, in addition to providing support to the high-level Global Panel of 11 international experts. The ideal candidate will have experience working in a small but broadly-linked office and planning logistics for high level meetings and events within an international and academic environment. This post will require excellent communication and organisational skills, as it will involve working with a diverse group of senior stakeholders in a highly international environment.

Principal Duties and Responsibilities

Communications

- Communicating weekly, both verbally and through written means to a high standard with a range of senior stakeholders including members of the Global Panel, a small group of very distinguished experts including global heads and representatives of UN Agencies, scientific bodies etc.
- Drafting a wide range of communications on behalf of the Director using excellent judgement on appropriate language and style for high profile influential stakeholders. An exceptional standard of professional written English is required in order to maintain the reputation of the Panel.

- Minute taking, circulating papers and agendas for internal meetings. The post-holder will need to be able to be confident in understanding technical terms shared in these meetings, recording these accurately and drafting comprehensive minutes.
- Understanding and effectively communicating details of travel arrangements and meeting logistics.
- Assessing, negotiating, arranging and effectively communicating details of complex travel arrangements and meeting logistics for the team and very senior stakeholders.
- Responsible for the preparation and distribution of papers for Global Panel meetings.
- Responsible for communicating with other service areas within LSHTM, for example, Finance, Human Resources and Estates as necessary

Teamwork and Motivation

- Contributing both proactively and in response to direction to the work of the Secretariat
- Providing daily assistance to team members with office tasks, making suggestions on administration and logistical matters
- Assisting project staff to maintain excellent working relationships with multiple national and international collaborators and stakeholders, being the 'front-line' contact on behalf of the secretariat, evaluating issues as they arise and making suggestions to staff and the Director.

Liaison and Networking

- Acting as the first point of contact for visitors to Professor Thomas; maintaining an excellent level of personal credibility
- Assisting the Finance & Administration Manager on recruitment, contract extensions and other HR matters
- Maintaining the secretariat calendar to ensure that it is a comprehensive and up-to-date portal for all secretariat commitments, including staff movements, internal and external meetings, and proactively alerting senior colleagues to potential clashes and proposes well-constructed and workable solutions.

Service Delivery

- The post holder is responsible for providing a comprehensive administrative function to the Global Panel team including:
- Providing guidance on financial and administrative policies and procedures, including with regard to staff expenses, travel policies and LSHTM systems
- Being the point of contact for Global Panel staff with regard to information about LSHTM policies and systems e.g. coordinating requests on ServiceDesk
- Managing the diaries of senior staff, evaluating issues and identifying priorities for communication
- Processing forms as required e.g. expense claims for external collaborators and stakeholders, and for the Director
- Proactively monitoring, managing and ordering all office supplies
- Handling incoming and outgoing post, including booking couriers
- Responsibility for the coordination of complex travel arrangements for Secretariat staff, Panel members and other collaborators, including booking flights, applying for visas in a timely manner, submitting travel insurance and risk assessment forms and meetings registration.
- Being responsible for providing travelers with a comprehensive travel pack to include travel logistics and overseeing and coordinating the receipt and collation of all technical and briefing documents for inclusion in travel packs.

Decision Making

- Using excellent judgement and independent decision-making to determine the safest, most cost effective and time efficient route of travel when organising overseas meetings for secretariat staff and Panel members and advising travelers on best options. These decisions have potential impacts on the safety of travelers and on the efficient use of the budget, which are scrutinized by the donor (DFID)
- Independently deciding when to escalate queries and using initiative in solving office issues. Evaluating the importance and urgency of travel and admin issues as they arise and who to contact.
- Daily rapid and effective decision-making on the internal process for all incoming communication to the Directors inbox, assessing and carrying out the appropriate action following initial assessment, advising the Director of priorities and actions required. Decisions taken often have direct impact on the relationship between the Global Panel/LSHTM and high-level figures/bodies
- Maintaining close contact and communication with the Director and assessing priorities for immediate and less urgent attention, highlighting issues of concern with personal safety when travelling internationally, seeking solutions in terms of travel logistics and liaising with international partners to address concerns.
- Contribute as part of a team to the decision-making process in organizing and assessing the priorities within the administration function

Planning and Organising

- Sole responsibility for organising the Director's diary and email communication to a high standard, where reliability is key
- Maintaining and organising an efficient working space free from hazards
- Assisting with the planning and organising for all meetings, including refreshments, AV equipment and other logistics
- Providing office admin support for a team of seven, including assisting the Communications/Partnerships team with organising and running events.
- Processing purchase orders providing day-to-day financial support to the Finance Manager, processing purchase requisition and reconciling expense claim forms. Using the Agresso system to provide additional detail to support the accurate allocation of financial expenditure in external financial reports to funders.
- Using the Agresso system on a regular basis to manage and monitor the application of financial resources

Initiative and Problem Solving

- Complex problem solving relating to events hosting and administration – e.g. sourcing appropriate venues, working out logistics at events and ensuring that intended outcomes and best value for money is achieved while maintaining positive relationships with senior figures
- Using initiative and understanding of organisational priorities to determine communication that should be escalated or not
- Raising concerns in relation to office Health & Safety and taking action where necessary
- Identifying when resources need to be replenished or replaced to maintain an adequately resourced working space for a team of 7 colleagues. Making suggestions on efficiency and effective use of resources
- Identifying and taking action to resolve general building maintenance issues with Admin staff in LIDC and with LSHTM through the service portal.

- Effectively representing the needs of the Global Panel at the LIDC Administrators' meetings and through other LSHTM forums and networks as appropriate
- Actively contribute to general activities of the Global Panel and LIDC that help to promote their objectives
- Act as a first port of call for ITC issues within the Secretariat to resolve day-to-day ICT problems before forwarding these for further support

Analysis and Research

- Weekly/monthly Monitoring income and expenditure on research and other projects, preparing financial summaries, initiating any necessary remedial action and using judgement on when to escalate problems appropriately.
- Research travel options for attendance at conferences / meeting

Additional Information

- Ensuring that the Secretariat offices are maintained in a clean and orderly fashion free from Health and Safety hazards
- Undertake other general administrative work requested by the Director, Deputy Director and Finance & Administration Manager or other members of the Global Panel Secretariat.
- Contribute to general activities of the Global Panel and LIDC that help to promote their objectives.

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 full 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 Director of Professional Service.

The post holder will be responsible and accountable for ensuring all School 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 review (appraisal) process.



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.

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Competency	Evidence	E/D
Education, Qualifications and Training	<ul style="list-style-type: none"> Degree or substantial equivalent experience 	E
Experience	<ul style="list-style-type: none"> Experience as a PA, Executive Secretary, or Administrator <p>Proven substantial and successful administration experience within a UK academic environment, preferably working in a team and communicating with a wide range of people in a multicultural environment</p>	E D
Knowledge	<ul style="list-style-type: none"> Ability to use initiative, meet tight deadlines and manage own workload through effective prioritising and time management 	E
Skills	<ul style="list-style-type: none"> Good standard of IT skills, ideally including Microsoft Word, Excel, PowerPoint, databases and hardware, including projectors and audio-visual equipment, with willingness to become proficient in new equipment and software packages Basic business skills for invoicing and ordering using electronic database and systems 	E E

