

JOB DESCRIPTION

LONDON
SCHOOL of
HYGIENE
& TROPICAL
MEDICINE



Job Title:	Operations Manager – HHR
Department:	Epidemiology and Population Health
Faculty:	Infectious Disease Epidemiology
Location:	Harar, Eastern Ethiopia
FTE:	1.0
Grade:	Professional Support Grade 6
Accountable to:	Site lead (Associate Professor – TBA)
Accountable for:	Direct line management of: LSHTM Chief Technology Officer, HHR Project Manager, HHR Logistics & Procurement Officer
Job Summary:	<p>The post-holder will be based in Harar, Eastern Ethiopia, where LSHTM collaborates with Haramaya University through the Hararghe Health Research partnership (HHR). A programme of advanced research is developing based on the initial development of the Bill & Melinda Gates Foundation-funded Child Health and Mortality Prevention Surveillance (CHAMPS) site. This includes social science, clinical surveillance, demographic surveillance in two sites, microbiology and pathology. An international standard laboratory has been set up on-site to support this work.</p> <p>The post-holder will lead the operational development and management of HHR, focusing on the establishment of HR, finance, procurement and other operational and logistical systems to enable long-term sustainability and future growth of the partnership and its research. S/he The post-holder will be the most senior professional services staff member in HHR, which employs 60 staff and part-funds a further 100 staff.</p>

GENERAL INFORMATION

The London School of Hygiene & Tropical Medicine

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate education in public and global health. 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.

Founded in 1899, the School has expanded in recent years at its two main sites on Keppel Street and Tavistock Place. Our staff, students and alumni work in more than 150 countries in government, academia, international agencies and health services.

Research income has grown to more than £180 million per year from national and international funding sources including UK government and research councils, the European Union, the Wellcome Trust, Gates Foundation and other philanthropic sources.

Our diverse research talents, skills and experience, underpin our position as a leader in public and global health. These range from the molecular to the global, the theoretical to the applied, the analytical to the political. Our staff are conducting research in more than 100 countries.

We have 3,000 staff based all around the world with core hubs in London and at the MRC Units in The Gambia and Uganda, which joined LSHTM in February 2018. Our outstanding, diverse and committed staff make an impact where it is most needed - deploying research in real time in response to crises, developing innovative programmes for major health threats, or training the next generations of public and global health leaders and researchers.

Working in partnership is central to achieving our mission. Our strategic collaborations in the UK and across high-, middle- and low-income countries deliver health and socioeconomic benefits across the world, especially in the most disadvantaged communities.

LSHTM is also a member of the M8 Alliance of Academic Health Centers, Universities and National Academies, the Association of Schools of Public Health in the European Region, and the Consortium of Universities for Global Health.

We deliver research-led educational programmes to future health leaders, managers and researchers across the world. We have more than 1,000 face-to-face Master's and Doctoral students, 3,000 studying by distance learning, and 1,000 each year on short courses and continuous professional development. Our free online courses are studied by more than 55,000 participants globally.

LSHTM performs strongly in various global university league tables. In the 2018 Shanghai World Ranking we placed 151-200 overall, and ranked 3rd in public health, 40th in clinical medicine, and 76th in human biology. In the US News Best Global Universities Ranking 2019, we ranked ninth in the UK overall and 13th in the world in the fields of social sciences and public health in the 2019 QS World University Rankings.

In 2017, the inaugural Center for World University Rankings by Subject placed LSHTM first in the world for tropical medicine research, second for parasitology and seventh for infectious diseases, public, environment and occupational health and social sciences and biomedical. LSHTM ranked first in Europe for research impact in sciences, based on its proportion of publications that belong to the top 1% most frequently cited publications, in the 2018 CWT Leiden Ranking.

LSHTM was named University of the Year 2016 by Times Higher Education and awarded a Queen's Anniversary Prize for Higher and Further Education in 2017 in recognition of our response to the 2014 Ebola epidemic in West Africa. (LSHTM does not appear in the Times Higher Education World University Rankings as universities are excluded if they do not teach undergraduates).

We seek to foster and sustain a creative and supportive working environment based upon an ethos of respect and rigorous scientific enquiry. We embrace and value the diversity of our staff and student population and seek to promote equality as an essential element in contribution to improving health worldwide.

LSHTM is one of around 20 specialist institutions that receive institution specific funding from the Office for Students (OfS). This funding recognises the additional costs that LSHTM incurs because of its unique range of teaching, specialist facilities, and the scale of its contributions to national and international agencies.

FACULTY INFORMATION

The Faculty of Epidemiology & Population Health (EPH) houses a large number of epidemiologists, demographers, statisticians and nutritionists working on issues of major public health importance in the UK and globally. EPH has approximately 400 staff members organised into four research departments.

Department of Infectious Disease Epidemiology
Department of Medical Statistics
Department of Non-communicable Disease Epidemiology
Department of Population Health

The Faculty has a teaching programme consisting of ten MSc courses: Epidemiology,

Demography and Health, Medical Statistics, Public Health for Development (run jointly with the Faculties of Infectious & Tropical Diseases and Public Health & Policy), Nutrition for Global Health, Reproductive & Sexual Health Research, Veterinary Epidemiology (run jointly with the Royal Veterinary College), Global Mental Health (run jointly with Kings College London - Institute of Psychiatry) and the Distance Learning courses in Epidemiology, Clinical Trials and Demography in Health. The Faculty also has approximately 120 research students studying for an MPhil, PhD or DrPH degree. The Dean of Faculty is Professor Liam Smeeth.

The portfolio of duties outlined below will vary in accordance with the detailed expectations of the role (attached), which may be varied from time to time, and agreed at your annual Performance and Development Review (PDR).

Hararghe Health Research partnership

Haramaya University (HU) and London School of Hygiene & Tropical Medicine (LSHTM) entered into dialogue in 2016 to establish a collaborative research partnership to deliver the Bill & Melinda Gates Foundation-funded Child Health, Pregnancy and Mortality Prevention Surveillance (CHAMPS) programme (champshealth.org) in Ethiopia. The partnership built on the strengths of HU's demographic surveillance sites in Harar and Kersa, and its relationship with Hiwot Fana Hospital. LSHTM provided world class expertise in public and international health across a range of disciplines. The partnership has expanded to include other collaborative research projects, with other funders (such as Wellcome Trust) and collaborators (such as the Ethiopian Public Health Institute and the US Centers for Disease Control and Prevention in Ethiopia). To reflect its geographical base, focus on health research, and the relationship between Haramaya University and the London School of Hygiene & Tropical Medicine, the collaborative research programme is known as the Hararghe Health Research partnership (HHR).

HHR employs 60 full-time staff and part-funds over 100 additional HU staff. The current funding horizon is to 2025, but the ambition for the partnership is to conduct rigorous research over the long term that addresses the health needs of the people of Hararghe, a region of Eastern Ethiopia with a high burden of disease, high child mortality and severe resource constraints.

HHR is not an independent legal entity as yet and operates within the institutional governance frameworks of LSHTM and HU. However, in order to become a sustainable research side, HHR needs to substantially develop its scientific and operational capacity in order to be able to conduct international standard research and attract additional funding. The next phase of HHR's development is a critical period requiring the dedication of a highly qualified team of scientific and operational staff from LSHTM and HU.

CHAMPS

The CHAMPS Network (www.champshealth.org) has a global vision to provide accurate, timely and reliable data on the causes of death and sickness for children under five from locations with high mortality and morbidity. CHAMPS currently operates in seven sites – six in sub-Saharan Africa and in Bangladesh. Emory University in Atlanta, USA, coordinates the CHAMPS Network, with funding from the Bill & Melinda Gates Foundation.

JOB DESCRIPTION

Main Activities and Responsibilities

Principal Duties and Responsibilities
<p><i>Service Delivery</i></p> <ul style="list-style-type: none">• Lead the HHR project office team in Harar, Ethiopia, to ensure the effective management and operations of HHR and its constituent research grants.• Develop and monitor finance policies and procedures for HHR that integrate effectively with Haramaya University (HU) finance policies and are compliant with institutional (HU and LSHTM) guidelines, and national and international good financial practice.• Establish standardised HR processes for HHR that extend from HU's HR policies, ensuring compliance with Ethiopian employment law. This includes the development of a new remuneration scale, staff benefits, performance management and disciplinary procedures.• Develop procurement processes for HHR in consultation with HU's procurement department and senior management that build on existing HU procurement policy and documentation and ensure the continued improvement and management of HHR procurement systems.• Lead the HHR procurement process in Ethiopia, working closely with the HU Logistics and Maintenance Officer and LSHTM Project Coordinator to ensure a well-functioning system from order request to shipment arrival on-site.• Work with the Head of Labs, Chief Technology Officer and other key project staff to develop a Laboratory, Clinical and IT Inventory Management System, and system for managing other consumables and assets.• Lead on identifying suppliers and directly supervising building and refurbishment works across three challenging HHR research sites (Harar, Kersa, Water), abiding by LSHTM and HU procurement policy as relevant.• Oversee the conduct of regular site checks, liaising with and HU colleagues to make decisions on routine and emerging maintenance requirements.• Together with the PIs from HU and LSHTM, be responsible for the safety and security decisions affecting over 60 HHR staff, taking into consideration the local and national context, and develop and monitor security policies and procedures for HHR, in line with HU and LSHTM specialist advice.• Develop, test, and initiate, where relevant, emergency safety procedures for LSHTM and HU staff, including cascade communications and evacuation plans.• Develop robust processes to monitor vehicle mileage and consumption of fuel for vehicles, generators and other machines, and be responsible for oversight of these processes.• Develop and oversee vehicle fleet maintenance procedures, which includes planning timely preventive and curative maintenance of all project vehicles.• Work in accordance with institutional policies to ensure HHR is operating in line with HU, Ethiopian, LSHTM and UK/EA regulations as applicable.
<p><i>Communications</i></p> <ul style="list-style-type: none">• Develop and communicate HHR operations and logistics SOPs and policies to project staff as appropriate, providing clear information and guidance to staff whose work is impacted.

- Communicate relevant issues to the Principal Investigators and site leads, giving advice for action.
- Oversee the compilation of reports, guidelines and policies, ensuring that these are accurate and distributed in a timely manner.

Teamwork and Motivation

- Provide leadership, direction and professional supervision with respect to operational systems to support the work of HHR. This includes finance, HR, procurement, asset management, facilities, health and safety, and security.
- Attend and contribute to team meetings, and participate in external professional meetings/conferences related to the project.

Liaison and Networking

- Liaise with and provide technical advice to HU senior administrators, including the University President, Executive Director of the College of Health Sciences and Heads of Finance, Procurement, HR, Transport and Facilities on operational and logistical issues. This includes negotiating challenging and potentially contentious issues, and providing expert, reliable and timely advice to senior colleagues on how such issues might be solved.
- Maintain a connection with LSHTM operations via the LSHTM Project Coordinator and LSHTM central service teams.
- Network with senior operational staff in other research sites in sub-Saharan Africa to share best practice and find ways to overcome complex operational challenges.

Decision Making

- Lead the HHR project office team of 8 staff including work allocation and decision-making on priority tasks for self and others.
- Lead the strategy for development and implementation of HHR on-site operational processes in coordination with PIs, site leads and management staff.
- Advise on the assessment and selection of qualified external suppliers for site goods.
- Direct the development and possible implementation of guidelines and policies related to operational processes.

Planning and Organising

- Apply appropriate project management tools to operations implementation projects and update the overarching project management plan with scheduled activities.
- Oversee the creation and management of standard operating procedures (SOPs) where necessary.
- Together with the PI and Site lead, provide strategic direction to the development of the site, bringing operational considerations to match scientific ambitions.

Initiative and Problem Solving

- Identify pragmatic solutions to operational challenges, and work with tenacity, creativity and determination to overcome difficulties.
- Manage risk and ensure that solutions to problems are implemented in line with change control processes.

Analysis and Research

- Conduct a strategic analysis to establish whether HHR should continue to operate under the governance of Haramaya University or become established as an independent legal entity and make a recommendation to the senior leadership of Haramaya University and LSHTM for subsequent action, which the post holder would be required to lead.
- Contribute to project planning and development discussions, and to the academic life of the research group.

Additional Information

Sensory and physical demands

- The post holder will be working extensively with a visual display unit in their daily work.

Work environment

- The post is based at the College of Health and Medical Sciences of Haramaya University in Harar, Ethiopia and will involve local travel between the college, the field sites and the main University Campus (all within one hour by vehicle). Most HHR staff live within Harar town which is a low-resource setting with basic infrastructure.
- Limited international travel may be required to attend relevant training and CHAMPS network meetings.

Pastoral care and welfare

- The post holder is expected to act in a supportive, caring and respectful manner towards colleagues and collaborators based at Haramaya University.

Team development

- Works in a consultative fashion with other department heads, such as research and operations, in order to support, improvement in their efficiency and effectiveness.
- Lead on building building capacity amongst the College of Health and Medical Sciences staff working on projects within HHR, using the post-holder's own skills knowledge and experience.
- Conduct staff appraisals and advise on development opportunities for three direct reports: LSHTM Chief Technology Officer, HHR Project Manager and HHR Logistics & Procurement Officer. .

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.

ESSENTIAL CRITERIA:

1. Post-graduate degree in Business Administration or a related subject, or equivalent experience.
2. Substantial management experience in a business operations role, ideally within an educational or research institution.
3. Substantial experience of finance systems and management, and procurement systems and processes, including contracting suppliers.
4. Substantial experience in HR operations and policy development.
5. Experience in health and safety systems development, ideally within a research facility or overseas setting.
6. Experience in transport and/or facility management.
7. Ability to work closely and build relationships with national and international colleagues.
8. Ability to negotiate effectively with senior officials, having understood and taken consideration of complex political issues, in service of improving operational policies and procedures.
9. Resilience, determination and creativity in the face of challenges.
10. Excellent oral and written communication skills (including fluency in English).
11. IT skills including competence in Microsoft Office
12. Experience of living and working in a low-income country.

DESIRABLE CRITERIA

1. Fluency in Amharic and/or Afaan Oromo.
2. Professional qualification in one or more of the operational functions of Finance, HR, Health and Safety, and membership of a professional body where applicable.
3. Experience of delivering training.
4. Understanding of and interest in research and health service delivery.
5. Experience living in a challenging environment.

SALARY AND CONDITIONS OF APPOINTMENT

The full-time post is funded until 30 June 2021, with likelihood of extension subject to grant funding renewal. The salary will be on the Professional Services Scale at Grade 6, in the range £40,011 – £45,437 per annum (inclusive of London Weighting) with a market supplement of up to £8,000 depending on skills and experience. 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 “Director’s Days”. Membership of the Pension Scheme is available.

Applications should be made on-line via our website at <http://jobs.lshtm.ac.uk>. Applications should also include the names and email contacts of 2 referees who can be contacted immediately if shortlisted. Online applications will be accepted by the automated system until 10pm of the closing date. 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" will not be considered acceptable. 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.

Date compiled: Nov 2019