

**LONDON SCHOOL OF HYGIENE & TROPICAL MEDICINE**  
(University of London)

LONDON  
SCHOOL of  
HYGIENE  
& TROPICAL  
MEDICINE



**FACULTY OF INFECTIOUS AND TROPICAL DISEASES**

**CLINICAL RESEARCH DEPARTMENT**

**Group Operations & Senior Projects Manager (Maternity Cover)**

## **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 £110 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. The School's multidisciplinary expertise includes clinicians, epidemiologists, statisticians, social scientists, molecular biologists and immunologists, and we work with partners worldwide to support the development of teaching and research capacity.

Our education provision has expanded to more than 1,000 London-based Master's and Research students, 3,000 studying postgraduate courses by distance learning, and 1,000 each year on short courses and continuous professional development. Our free online courses (Moocs) are studied by more than 30,000 participants globally.

The School performs well in various global university league tables. In the US News Best Global Universities Ranking 2017, we are ranked sixth in the world (together with Oxford University) in the fields of social sciences and public health. In the 2016 CWTS Leiden Ranking, the School was ranked fifth in the world for research impact across all disciplines, based on the share of institutions' outputs within the top 1% of papers by citation in all areas of science and independent of size of output.

The School was named University of the Year 2016 by Times Higher Education, in recognition of our response to the Ebola epidemic. The School is 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.

### **Faculty of Infectious and Tropical Diseases**

The Faculty of Infectious and Tropical Diseases encompasses all of the laboratory-based research in the School as well as that on the clinical and epidemiological aspects of infectious and tropical diseases. It is headed by Brendan Wren, who is Professor of Microbial Pathogenesis. The range of disciplines represented in the

faculty is very broad and inter-disciplinary research is a feature of much of our activity. The spectrum of diseases studied is wide and there are major research groups with a focus on malaria, tuberculosis, HIV/AIDS and other sexually transmitted diseases, vaccine development and evaluation, and vector biology and disease control. The Faculty is organised into four large research departments comprising: Pathogen Molecular Biology, Immunology and Infection, Disease Control, and Clinical Research. There is close interaction between scientists in different research teams. The Faculty has strong overseas links, which provide a basis for field studies and international collaborations in developed and developing countries. The teaching programme includes MSc courses, taught in-house and by distance learning, which are modular in structure, a variety of short-courses and an active doctoral programme (PhD and DrPH). For further information on the Faculty see: <http://www.lshtm.ac.uk/itd/index.html>.

### ***Department of Clinical Research (Head: Professor David Mabey)***

The Department of Clinical Research addresses infectious diseases of major public health importance in developing countries. Activities include trials of new therapies, vaccines and educational interventions; the development of new diagnostic tests; studies to elucidate the immunological and molecular correlates of pathogenesis and protective immunity, and to identify genetic polymorphisms conferring protection or susceptibility to infectious diseases; health services research which aims to identify the most efficient and cost-effective way to deliver health care; and health policy analysis. In addition to our many overseas collaborations, we have close links with the Hospital for Tropical Diseases, in purpose-built accommodation on the main UCL Hospital campus, five minutes walk from the School. The Wellcome Trust Bloomsbury Centre for Global Health Research is based in the Department, and supports Clinical Fellows at all levels, most of whom are based overseas.

The Department's main research interests include HIV and related infections; in particular, the interaction between HIV infection and tuberculosis, and other sexually transmitted diseases; malaria; trachoma; leprosy; diagnostic tests for resource limited settings; eye health; disability; and travel medicine.

### ***Teaching***

The School offers 19 one year full-time taught courses leading to the Master of Science (MSc) degree of the University of London and the Diploma of the London School of Hygiene and Tropical Medicine (DLSHTM). The Faculty of Infectious and Tropical Diseases runs or contributes substantially to ten of these courses and the "Immunology of Infectious Diseases" course is run from within the Department of Immunology and Infection. In addition, the Faculty is responsible for the three-month Diploma in Tropical Medicine and Hygiene (DTM&H), the Diploma in Tropical Nursing and offers a range of specialist short courses lasting usually one or two weeks. Five MSc courses are also offered by Distance Learning, including one on Infectious Diseases.

### ***Research Training***

The School offers two doctoral training programmes. The MPhil/PhD degrees are designed for those who wish to go on to a full time research career. The DrPH is directed towards those who expect their careers to be more in the practice of public health.

### ***Disability & Eye Health Group***

The Disability and Eye Health Group (DEHG) combines the International Centre for Eye Health (ICEH), the International Centre for Evidence in Disability (ICED), the Commonwealth Eye Health Consortium (CEHC), and the Hearing Group. Through both research and educational programmes the Disability and Eye Health group's main aims are to:

- Improve eye health and eliminate avoidable visual impairment and blindness with a particular focus on low income populations (<http://iceh.lshtm.ac.uk/about-us>);
- Develop expertise and competence including tools, techniques and evidence about disability, leading to scalable interventions, translating research outcomes into policy and practice (<http://disabilitycentre.lshtm.ac.uk>);
- Strengthen eye health systems and quality of eye care throughout the Commonwealth (<http://cehc.lshtm.ac.uk>); and
- Raise awareness, promote research and support education in ear and hearing health (<http://disabilitycentre.lshtm.ac.uk/key-publications/hearing-group>).

## JOB DESCRIPTION

<b>Job Title:</b>	Group Operations & Senior Projects Manager (Maternity Cover)
<b>Department:</b>	Disability & Eye Health Group, Clinical Research Department
<b>Faculty:</b>	Infectious and Tropical Diseases
<b>Location:</b>	Keppel Street
<b>FTE:</b>	1.0 full-time
<b>Grade:</b>	PSP Grade 7
<b>Responsible to:</b>	Allen Foster, Professor of International Eye Health
<b>Responsible for:</b>	<p>Direct line manager for the following 7 Professional Services Team member staff (as of Apr 2018):</p> <ul style="list-style-type: none"> <li>- 1 x Grade 6 Projects &amp; Finance Manager (1.0 FTE)</li> <li>- 3 x Grade 5 Project Coordinators (3 x 1.0 FTE)</li> <li>- 1 x Grade 5 Students &amp; Alumni Engagement Officer (1.0 FTE)</li> <li>- 1 x Grade 4 Editorial and Project Administrator (0.8 FTE)</li> <li>- 1 x Grade 4 Project Administrator (0.6 FTE)</li> </ul>

The role holder provides leadership in the project, financial, administrative, and operational activities of the Disability & Eye Health Group (DEHG) consisting of approximately 50 staff and 25 PhD students (as of April 2018). The position line manages the Professional Services Team providing leadership and direction and advising on development opportunities; as well as presenting a forward facing role to existing and potential funders, collaborators, partners, and external institutions.

The post-holder will be a member of the Disability & Eye Health Group Leadership Team and works closely with the Group's Directors in developing strategic planning and implementation, governance and accountability; management support across all the Group's processes, including grant applications and research projects; management of local human resources, fundraising and financial requirements; and ensuring alignment with School, auditor and funder regulations.

Four key areas of the role are:

- **Project and finance management** – lead the Professional Services team to project manage approx. 80 education and research projects/grants including the £14m Queen Elizabeth Diamond Jubilee Trust Commonwealth Eye Health Consortium. Manage and monitor income and expenditure and develop project management tools and systems to successfully deliver on Funder and Group objectives;
- **Funder liaison** – represent the Group and establish a professional and positive relationships with multiple donors and stakeholders, liaising on funding opportunities and managing existing relationships effectively;
- **Leadership & management** - lead and manage the Professional Services Team in a matrix style, currently comprising of 8 staff, providing leadership and guidance and identifying areas of development;
- **Strategy management** – review Group strategic and operational plans, and ensure their implementation in order to support the Group's growth and success.

## PRINCIPAL DUTIES AND RESPONSIBILITIES

### Teamwork & Motivation

- Provide leadership and line management responsibility for 7 Professional Services staff, providing leadership and direction, and conducting annual Performance Development reviews;
- Establish and lead an effective Professional Services team, identifying priorities, coordinating work plans and allocating work amongst team members;

- Oversee, lead and manage recruitment and induction process for new staff drafting job descriptions, interview questions/tests and chairing/participating in selection panels;
- Contribute pro-actively to the Group's core functions developing efficient & effective working practices in collaboration with DEHG as well as LSHTM Central Services, Department and Faculty;
- Motivate the Professional Services Team, contributing to their professional development through providing coaching, mentoring and access to relevant training options or support.

### **Analysis and Research**

- Manage oversight of the group's research and education budgets of approx. £7m per annum, ensuring spend is on target, providing annual statements of account, and troubleshooting accounting issues. Oversee the day to day management of budgets by the Projects & Finance Manager and other Professional Services team members;
- Conduct reviews and evaluation of funding opportunities, and maintain oversight of resource allocation within the Group to successfully deliver project objectives;
- Analyse, interpret and summarise narrative and financial data to advise Directors and other colleagues about future strategic direction and best practice;
- Prospect research into potential funding opportunities, and oversight of LSHTM pre- and post-award processes advising Directors and other colleagues to maximise funding opportunities for the Group.

### **Communication**

- Establish effective methods of communication with colleagues, funders and other stakeholders to progress the strategic and operational needs of the Group;
- Explain and present complex narrative and financial information in relevant formats to non-financial stakeholders such as funders, Steering Committees and Directors;
- Prepare written materials such as funding proposals, narrative reports, project management tools and advocacy materials, outlining the Group's activities clearly;
- Give formal presentations to various audiences including at Steering Committees, chairing meetings, and participating in workshops representing the Group;
- Present business cases, strategy documents, and changes in processes and procedures;
- Provide advice and assistance and respond to requests from colleagues enquiring about LSHTM policy and process particularly regarding administrative, financial and operational procedures.

### **Liaison and Networking**

- Establish positive working relationships and maintain regular contact with funding organisations, LSHTM based researchers, visitors, students and external collaborators (in the UK and overseas) regarding Group work plans and objectives;
- Maintain mutual exchange of information with internal and external contacts on strategic and operational direction of the group;
- Influence smooth strategic and operational objectives of the Group through liaison with internal LSHTM Central Services such as Faculty, Research Operations, Finance, HR, Communications, and Development and Alumni offices; building network of key internal contacts to progress the Group's strategic aims.

### **Service Delivery**

- Provide leadership and direction for the Professional Support Team, setting and monitoring priorities and ensuring efficient and effective operational and administrative processes are maintained and developed;
- Manage and monitor income, expenditure and forecasting of multi-million pound grant budgets (current largest project budget of £14m), analysing change, predicting risks and trends and suggesting future strategies to Directors based on this analysis;

- Produce grant expenditure reports and statements for funders providing justifications for variances or deviance, putting forward recommendations to funders and Directors;
- Effectively and promptly resolve any enquiries or problems raised by team members, Group or Central Services colleagues or other external partners and stakeholders;
- Monitor and oversee the Professional Services team work plans and responsibilities ensuring funder reports are submitted accurately and on time and that monthly payroll and administrative data is submitted to relevant LSHTM services;
- Oversight of Group office administration function – e.g. management and allocation of office and desk space; maintaining up to date list of staff, consultants, honorary staff and students; and allocation of office administration responsibilities amongst the Professional Services Team.

### **Decision Making**

- Take ownership of your own work as well as that for the team that you line manage;
- Make operational and strategic decisions about the allocation of human and financial resources to ensure successful delivery of activities and future Group development e.g. ensuring funds are allocated appropriately across projects and between staff;
- Make independent decisions on issues arising which impact your own work and that of the team that you line manage e.g. finding solutions to maintain continued service delivery such as recruitment of new staff;
- Based on funding availability and project continuity, make operational decisions about human resource funding allocations, reviewing annual contract extensions, setting relevant FTE levels and conducting redundancy interviews as appropriate.

### **Planning and Organising Resources**

- Organise, delegate, monitor and review financial, operational and administrative support functions ensuring efficient workflow across the team;
- Develop efficient and effective systems and processes for managing and recording project management and financial data, preparing analyses on portfolios and trends;
- Ensure effective administrative processes and procedures are in place to manage the Group's activities, keeping abreast of funder and LSHTM regulations;
- Responsible for managing and prioritising a busy workload, and overseeing the work of those that report to you to deliver urgent operational and strategic activities.

### **Initiative and Problem Solving**

- Identify areas for improvement and develop more efficient and effective Group procedures and policies e.g. setting up new accounts system to manage finances more efficiently or identifying areas of training need for colleagues you line manage;
- Resolve issues raised by clarifying the problem, identifying options and providing solutions;
- Respond flexibly and positively to operational and strategic changes taking the initiative to find solutions and make recommendations to Directors;
- Develop information sharing systems for the Professional Services team e.g. through cloud based or electronic shared folders.

### **Team Development**

- Directly line manage several Professional Services members of staff ensuring their wellbeing and continued development, including conducting annual Performance Development Reviews and undergoing relevant training to support the team's needs;
- Lead and develop policies and processes for the group, advising on financial, project management and human resource related requirements, including provision of advice on legal, HR and governance requirements, and funder/audit terms and conditions;
- Mentor and coach the staff you directly line manage, conducting regular 121s and annual appraisals, providing continuous review of appraisals and objectives and advising on next career steps, supporting staff to access and take part in training and development opportunities.



	mentoring and support to access development and training opportunities <ul style="list-style-type: none"> <li>• Experience of operational and project management support within an academic institution, NGO, not-for-profit or other similar work environment, with an understanding of scientific research methods, institutional operations and governance, and project management requirements and processes</li> <li>• Experience of living or working in a low or middle-income country</li> </ul>	E
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<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Experience of developing and implementing policies, procedures, processes and systems effectively and suggesting improved working practices and policies within a multi-disciplinary team</li> <li>• Excellent written and oral communications skills, including the ability to interpret, present and summarise complex narrative, technical and financial information and develop project management documentation for a range of different audiences</li> <li>• High level of IT proficiency including advanced use of Microsoft Office applications, development of spreadsheets to manage complex budgets and programme management information and produce accurate financial reports. Knowledge of using database and accounting packages (LSHTM uses Agresso and Pfact)</li> <li>• Self-motivated, with the ability to work independently and proactively, taking the initiative to solve difficulties and issues whilst delivering a large output of work and responding flexibly to changing situations</li> <li>• Interest in and knowledge of international health and development issues particularly in low or middle-income countries</li> </ul>	E
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<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills, including the ability to influence, facilitate and negotiate, in order to build and develop effective working relationships at all levels</li> </ul>	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



## **SALARY AND CONDITIONS OF APPOINTMENT**

This full-time post, based in London, is funded by various funders, including CBM, Sightsavers, Seeing is Believing and the Queen Elizabeth Diamond Jubilee Trust until 16<sup>th</sup> August 2019 and is available from 16<sup>th</sup> July 2018. Salary is on the Professional Support Grade 7 scale in the range £44,978 - £51,490 per annum (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 "Director's Days". Membership of the Pension Scheme is available.

## **ASYLUM AND IMMIGRATION STATEMENT**

*The School will comply with the Immigration, Asylum and Nationality Act 2006, 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 UK Visas and Immigration to enable sponsorship of migrant workers. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.*

*Further information about Certificate of Sponsorship and eligibility to work in the UK, can be found at: [www.ukba.homeoffice.gov.uk/employers/points](http://www.ukba.homeoffice.gov.uk/employers/points)*