About the School

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 by Sir Patrick Manson, the School has expanded in recent years at its two main sites on Keppel Street and Tavistock Place. 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.

Research income has grown to over £85 million per year from national and international funding sources including the UK government, the European Commission, the Wellcome Trust and philanthropic sources.

Education programmes have grown to more than 1,000 London-based Master’s and Research students, 2,900 studying Master’s by distance learning and 1,000 on short courses and continuous professional development. We have also launched a series of free online courses, and more than 15,000 people registered on the first of these, Ebola in context. Our staff, students and alumni work in more than 150 countries in government, academia, international agencies and health services.

The School is highly ranked in various university league tables. It was named the world’s leading research-focused graduate school in the Times Higher Education World Rankings in 2013. In 2014, it was ranked in the top 10 universities in the world for citation rate by the new EU-supported U-Multirank database, fourth in the world for impact in medical sciences by the Leiden Ranking and third in the world for social science and public health in the US News Best Global Universities Ranking. According to the results of the UK government’s Research Excellence Framework, published in December 2014, the School was ranked second overall (after the Institute for Cancer Research) on the key measure of impact.
JOB DESCRIPTION

Job Title: Operations Manager

Department /Division/Unit: Development and Alumni Relations Office

Faculty/Professional Service: Development and Alumni Relations

Location: G4

Reports to: Director of Development & Alumni Relations

Responsible for: DARO Operations team

Full Time/Part Time/Casual: Full Time

Hours: 35

Grade: 5

Overall Purpose of the job

The Operations Manager oversees a small team dedicated to providing critical support functions for the development and alumni relations team, as well as, provide direct administrative support to the Director of Development & Alumni Relations. S/he supervises the Database Manager, Development Communications & Stewardship Officer and Prospect Researcher to ensure these independent operating functions coordinate requests to increase frontline fundraising activity. In addition to overseeing these shared office resources, s/he will manage the department’s annual operating plan, budget, volunteer committees and support events. These central administrative duties also include responsibility for the smooth running of the department and regular liaison with other departments, faculties, centres and other offices.

Principal Duties and Responsibilities

To provide comprehensive, secretarial and administrative support to the Director of Development & Alumni Relations, including:

- To manage the diary and calendar of the Director of Development & Alumni Relations ensuring he is aware of all commitments and has necessary documents to hand, such as minutes, agendas and financial information;
- To deal with correspondence as required, including processing incoming mail and handling telephone calls, drafting replies or replying directly when required;
- To assist the Director of Development & Alumni Relations by compiling data and information and preparing strategic reports, funding applications, briefings, discussion papers and presentations, for School business, including papers for the Senior Leadership Team and also for other organisations
- To undertake general office duties including photocopying, maintaining records and efficient filing systems, making sickness returns for the Department;
To make arrangements, support preparation and organise follow-up for meetings and travel for the Director of Development & Alumni Relations
To act as a point of contact for queries to the Director of Development & Alumni Relations and the Department, including welcoming and hosting visitors to the office as appropriate. Visitors include major donors to the School and alumni;
To act as a bridge between Department of Development and Alumni Relations and the Director’s office, particularly on fundraising issues.
As need, enter data for the Director of Development & Alumni Relations into Raiser’s Edge, as well as pull reports.

Supervise the department’s shared administrative functions and staff including: Database Manager, Development Communications & Stewardship Officer and Prospect Researcher (these job descriptions available upon request)
With guidance from the Director of Development & Alumni Relations develop KPIs for each of the direct report.
Oversee the development of annual job plans for each team member
Ensure excellence within each of these job functions, by coaching each member of the team is meeting their respective goals and objectives.
Manage the day to day support and direction of each of these functions.
Provide support guidance and vision around longer term projects
Periodically, report the team’s activities to the Director of Development & Alumni Relations and other team leaders.

Administer the Department Operation and Support functions;
Manage DARO’s Annual Operating Planning process;
Administer and monitor expenditure of departmental budgets, ensuring that monthly budget targets are met;
Oversee and organise highly confidential data processes, including personal and financial information and commercially sensitive information.
Assist in the management of team meetings and to ensure that the Director of Development & Alumni Relations is fully prepared for all School meetings with other staff.
Centralizing administrative duties for various functions within the Department of Development & Alumni Relations
To be the Department’s Safety Officer, Fire Marshall and First Aider.
To be the Department’s Data Protection Officer, ensuring that all team members comply with the School’s Data Protection Policy.

Event and Volunteer Committee Management
Provide high-level administrative support to the School’s various fundraising boards, including the Court, American and Canadian Friends
Ensuring that volunteer and board activities comply with UK and international legislation and best practice.
Co-ordinate your team’s activities with the Events Manager and other School departments, in order to achieve success at high-level events such as those held at the House of Lords, Buckingham Palace and various Embassies.

To undertake any other duties as may be required by the Director of Development & Alumni Relations.
**Additional Information**

Occasional Weekend and evening work will be required.

**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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<thead>
<tr>
<th>Competency</th>
<th>Evidence</th>
<th>E/D</th>
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<tbody>
<tr>
<td><strong>Education, Qualifications and Training</strong></td>
<td>• Educated to at least ‘A’ level standard or equivalent experience.</td>
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<td>• Evidence of continuing professional development</td>
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<tr>
<td><strong>Experience</strong></td>
<td>• Experience providing executive level administrative work, ideally within a development office</td>
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<td>• Proven ability to assess priorities, organise own workload without supervision and initiate action, where appropriate across a complex work environment</td>
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<td>• Proven experience of working with budgets.</td>
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<td>• Experience of organising and servicing meetings and volunteer committees</td>
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<td>• Experience managing a small team of direct reports, ideally with a higher-education or university</td>
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<td>• Experience developing and/or managing an operating plan</td>
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<td>• Demonstrating effective leadership of team meetings</td>
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<td></td>
<td>• Experience managing and/or running complex events</td>
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<td><strong>Knowledge</strong></td>
<td>• Understanding of the three development functions which report into the positions</td>
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<td>• Able to exercise discretion in handling confidential matters, including personal financial information on donors</td>
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Job Title: Operations Manager

Department/Division: Development and Alumni Relations Office
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<tr>
<th>Personal Qualities</th>
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<td>• Share a passion for public health, fundraising and the School’s amazing alumni;</td>
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<td>• A genuine interest in an office’s operation and supporting functions;</td>
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<td>• Ability to communicate to others in a straightforward manner;</td>
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<td>• Proven ability to work effectively as part of a team</td>
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**E**-Essential: Requirement without which the job could not be done  
**D**-Desirable: Requirements that would enable the candidate to perform the job well

**Date compiled:** 27-October-2016

**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 bring their passport (and visa if applicable) to interview so that it can be copied and verified.

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)