



## **Department Administrator (Ref: PSS-LAORS-2022-03)**

### **Further Particulars**

#### **1 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 3,300 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 1,200 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 70,000 participants globally.

LSHTM performs strongly in various global university league tables. In the 2019 CWTS Leiden Ranking LSHTM is ranked the UK's top university for the proportion of academic research with women listed as authors, first in Europe for publishing open access research, and first in Europe and eighth in the world for research impact in sciences (for the proportion of its total publications ranking in the top 10% of most cited research).

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. We ranked 27th for medicine in the 2019 QS World University Rankings.

In the 2019 Shanghai World Ranking we placed 201-300 overall, and ranked 4th in public health (1st in the UK), 17th in clinical medicine, and 76-100 in human biological sciences. 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 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.

## **2 Library, Archive & Open Research Services**

The primary role of Library, Archive & Open Research Services (LAORS) is to support LSHTM in its mission 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. Library, Archive & Open Research Services seeks to provide excellent information-related services, resources and support to LSHTM's staff and students, and to contribute to a creative and supportive working environment in line with LSHTM's values. Library, Archive & Open Research Services also welcomes external researchers and visitors who wish to consult its specialist collections.

Library, Archive & Open Research Services provides an excellent standard of customer service in the delivery of services to users, and offers an extensive programme of information skills teaching and support. It facilitates access to a comprehensive collection of printed and electronic material in the fields of public and global health, including the archives of LSHTM which date from the mid-nineteenth century and consist of correspondence and personal papers of scientific, medical and global health professionals. Library, Archive & Open Research Services also provides support for open access publishing, research data management and open science within LSHTM, and is responsible for LSHTM's records management service.

The Library, Archive & Open Research Services organogram is attached.

### 3 The Post

- The post is based Library, Archive & Open Research Services led by the Director of Library, Archive & Open Research Services.
- The post reports to the Director of Library, Archive & Open Research Services.
- The post holder is required to work Monday to Friday 09:00-17:00.
- There may be occasions when members of staff are approached to work at other times to cover for colleagues who are off sick or on leave.
- The post is full-time permanent (1 FTE).
- Duties commence as soon as possible after interview.

### 4 Job Description

<b>Job Title:</b> Department Administrator	
<b>Department:</b> Library, Archive & Open Research Services	
<b>Faculty/Professional Service:</b> Professional Services	
<b>Location:</b> London, Keppel Street	
<b>Reports to:</b> Director of Library, Archive & Open Research Services	
<b>Responsible for:</b> N/A	
<b>Full Time/Part Time/Casual:</b> Full Time Permanent	<b>Hours:</b> 1 FTE
<b>Grade:</b> PSP 4	
<p><b>Overall Purpose of the job</b></p> <p>The Department Administrator is based within Library, Archive &amp; Open Research Services, reporting to the Director of Library, Archive &amp; Open Research Services. The Department Administrator is responsible for all aspects of the delivery of administrative support to the service, and is required to exercise discretion and maintain confidentiality whilst dealing with sensitive information. The Department Administrator provides technical supervision to Library, Archive &amp; Open Research Services staff involved in financial and HR processes, and leads on the administration of ServiceDesk, the LAORS internet and intranet pages and the LAORS team Sharepoint site.</p> <p>The Department Administrator works with the Director of Library, Archive &amp; Open Research Services on the management of Library, Archive &amp; Open Research Services finances, and is responsible for processing, recording and monitoring transactions via LSHTM's financial management system (Agresso) and for maintaining associated records. The post holder liaises with Finance &amp; Procurement and external suppliers, and assists with the training of all Library, Archive &amp; Open Research Services staff involved in financial processes and with the documentation of procedures. The Department Administrator ensures that all staff records are maintained and held confidentially, working closely with HR and the Payroll Office to ensure that all necessary reports are filed accurately and in a timely manner. This includes recording and reporting annual leave, overtime and sickness absence via LSHTM's HR system (MyView) and maintaining training records and emergency contact details. The Department Administrator is responsible for the management of the LAORS area of ServiceDesk (TopDesk), including training staff to use the system, ensuring content is up to date and that service level agreements are not breached. The post holder is also responsible for</p>	

maintaining the LAORS internet and intranet pages and the LAORS team Sharepoint site, liaising with ITS and Communications & Engagement as required. The post holder is responsible for the provision of general administrative support to the service, including handling general administrative enquiries, maintaining stationery and general supplies, arranging room bookings and catering, arranging conference bookings, travel and accommodation both in UK and abroad, asset tracking, servicing of meetings, support for training sessions and events, and the maintenance of files and statistics. The Department Administrator actively engages with users to promote the service and to gather feedback, and actively contributes to the development of the service. The post holder participates in staff meetings and events and induction training as required.

## **Principal Duties and Responsibilities (Examples)**

### **Communications**

- Communicating regularly with relevant LSHTM staff and external institutions/organisations in the delivery of administrative support to the service, interpreting and explaining requirements
- Designing and producing forms, spreadsheets and web information, including creation of intranet/ServiceDesk forms and structuring and presenting clear information for users on the LAORS intranet/web pages.
- Providing supervision of financial and HR processes to the Library, Archive & Open Research Services Team
- Communicating daily with the Library, Archive & Open Research Services Team, and with service users in the course of answering enquiries received in person, by telephone, via email and social media
- Providing written and verbal reports to the Director of Library, Archive & Open Research Services on matters relating to the administration of the service, including monthly financial reports comparing actual spend against budgets, verbal updates on progress against projects, LAORS staff engagement with professional development events and training, documentation of procedures for staff, and breakdowns of expenditure by category for inclusion in annual SCONUL statistical returns.
- Promoting the department's services and collections to members of LSHTM and beyond

### **Teamwork and Motivation**

- Working with the Director of Library, Archive & Open Research Services and other Library, Archive & Open Research Services staff to ensure the successful delivery of administrative support to the service
- Providing a high level of administrative support to each team in Library, Archive & Open Research Services
- Providing training to new Library, Archive & Open Research Services staff on using Service Desk
- Providing technical supervision to staff contributing to financial and HR processes
- Providing cover for absent colleagues, often at short notice
- Participating in staff meetings and events and induction training as required
- Contributing actively to the work of the Library, Archive & Open Research Services in its support of the work of LSHTM

### **Liaison and Networking**

- Engaging with users and liaising with relevant LSHTM staff and external institutions/organisations in the delivery and development of administrative support to the service
- Providing information, often of a complex or confidential nature, to the relevant people in an appropriate format
- Participating in meetings with academic and support staff and students about administration and professional support
- Participating in internal and external networks, including HR and Finance Business Partners, the Association of University Administrators and the M25 Consortium of Academic Libraries

<ul style="list-style-type: none"> <li>• Maintaining awareness of developments within LSHTM and within the field of administration and professional support</li> </ul>
<b>Service Delivery</b> <ul style="list-style-type: none"> <li>• Ensuring an excellent standard of service in the delivery of administrative support to the service, both proactively, anticipating need, and reactively in response to requests or queries</li> <li>• Working with the Director of Library, Archive &amp; Open Research Services to manage the department's finances, including processing requisitions and payments, monitoring income and expenditure, and budget forecasting</li> <li>• Working with the Director of Library, Archive &amp; Open Research Services to ensure that the department's staff records are maintained and held confidentially, and that all necessary reports are filed accurately and in a timely manner</li> <li>• Processing orders and invoices for material, training courses and events, processing bookings and servicing meetings on a daily basis</li> <li>• Maintaining files, stationery and general supplies and assets</li> <li>• Supporting users with administrative queries, and producing forms, spreadsheets and web information</li> <li>• Promoting the department's services and collections to members of LSHTM and beyond Dealing with enquiries received in person, by telephone, via email, ServiceDesk and social media</li> <li>• Ensuring an excellent standard of customer service in the delivery of Library, Archive &amp; Open Research Services</li> <li>• Leading on and assisting with projects in support of the service as demand dictates</li> </ul>
<b>Decision Making</b> <ul style="list-style-type: none"> <li>• Identifying queries and tasks to be routed to other members of the Library, Archive &amp; Open Research Services Team, including both in-person and remote requests for information/services/guidance from staff, students and external users</li> <li>• Providing advice to LAORS staff on navigating LSHTM/LAORS procedures, processes and systems, including Agresso, MyView and the operator processes on ServiceDesk, and IT issues</li> <li>• Making decisions in response to specific queries from Library, Archive &amp; Open Research Services users, Library, Archive &amp; Open Research Services staff, relevant LSHTM staff and external institutions/organisations</li> <li>• Making decisions independently, including selecting most appropriate options when sourcing material from suppliers and booking travel and accommodation for LAORS staff, document destruction (with reference to LSHTM's Records Retention Schedule), and structuring information logically on the LAORS Team SharePoint site and on ServiceDesk</li> <li>• Working with minimal supervision and taking decisions when the Director of Library, Archive &amp; Open Research Services is absent, exercising appropriate judgement as to when a matter should be referred to another member of staff</li> </ul>
<b>Planning and Organising Resources</b> <ul style="list-style-type: none"> <li>• Assisting with the financial administration of the service and documenting staff procedures</li> <li>• Planning own work and daily activities and supervising financial processes to ensure that competing priorities are achieved and that service standards are met</li> <li>• Processing orders and invoices for material, training courses and events, processing bookings and servicing meetings</li> <li>• Maintaining files, stationery and general supplies and assets</li> <li>• Preparing monthly financial reports to assist the Director of Library, Archive &amp; Open Research Services</li> <li>• Contributing to regular team meetings and events, and to meetings with academic and support staff and students about administration and professional support</li> </ul>
<b>Initiative and Problem Solving</b> <ul style="list-style-type: none"> <li>• Answering queries from Library, Archive &amp; Open Research Services users, Library, Archive &amp; Open Research Services staff, relevant LSHTM staff and external institutions/organisations based on experience and knowledge</li> <li>• Anticipating tasks and issues and moving to head these off before problems arise</li> </ul>

<ul style="list-style-type: none"> <li>• Problem solving for LAORS staff navigating LSHTM/LAORS procedures, processes and systems, including Agresso, MyView and the operator processes on ServiceDesk, and IT issues</li> <li>• Using initiative and creativity, and researching topics and finding relevant information, in order to identify solutions to problems and to inform projects and ongoing service development</li> <li>• Interpreting information and context in order to resolve problems and provide a professional service to users, exercising appropriate judgement as to when a matter should be referred to another member of staff</li> </ul>
<b>Analysis and Research</b> <ul style="list-style-type: none"> <li>• Collating statistics and monitoring service standards</li> <li>• Providing written and verbal reports to the Director of Library, Archive &amp; Open Research Services on matters relating to the administration of the service</li> </ul>
<b>Sensory and Physical Demands</b> <ul style="list-style-type: none"> <li>• Using office equipment, including computers, telephones and multi-functional devices (MFDs)</li> <li>• Manual handling of printed library material, including books and journals, and use of trolleys and ladders</li> <li>• Coordinating, understanding and interpreting complex information from several sources, requiring high levels of concentration, and ensuring the accuracy and clarity of information in order to communicate this effectively to the wider team and organisation</li> </ul>
<b>Work Environment</b> <ul style="list-style-type: none"> <li>• Working in a general office environment, and in other areas of the library, occasionally alone</li> <li>• Travelling regularly between sites and to external locations to disseminate information and to participate in discussions in order to inform and develop services</li> <li>• Contributing to the work environment of the LAORS team to maximise communication and effective working</li> </ul>
<b>Pastoral Care and Welfare</b> <ul style="list-style-type: none"> <li>• Sharing collective responsibility for the welfare of all users and of LAORS staff</li> <li>• Contributing to the provision of support, advice and guidance to colleagues, to encourage opportunities for personal development, and to engender a culture of wellbeing</li> <li>• Contributing to awareness of relevant LSHTM policies and to ensure that all staff are supported in an environment of inclusion</li> </ul>
<b>Team Development</b> <ul style="list-style-type: none"> <li>• Contributing to the provision of support, advice and guidance to colleagues, to encourage opportunities for personal development, and to engender a culture of wellbeing</li> <li>• Facilitating knowledge sharing within the team, and contributing to the development of the service</li> <li>• Keeping abreast of professional developments in the sector</li> </ul>
<b>Teaching and Learning Support</b> <ul style="list-style-type: none"> <li>• Providing appropriate advice and guidance to staff and students</li> <li>• Participating in the LAORS programme for teaching information skills as required</li> </ul>
<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>• Working with financial management and HR systems</li> <li>• Delivering general administrative support</li> <li>• Following financial and HR procedures</li> <li>• Awareness of issues relating to file management, including data protection</li> <li>• Coordinating and servicing meetings and events</li> <li>• Creating and editing intranet pages and other online information</li> </ul>

### **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 LSHTM 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.

## 5 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.

<b>Job Title:</b> Department Administrator
<b>Department:</b> Library, Archive & Open Research Services

Competency	Evidence	E/D
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Excellent oral and written communication skills, including the ability to effectively communicate complex information to a variety of audiences</li> <li>Service oriented with excellent interpersonal skills, including the ability to quickly establish effective working relationships with staff and students from a variety of backgrounds</li> <li>Excellent organisational skills, including the ability to prioritise work and adopt a flexible approach</li> <li>Excellent IT skills and proven ability to work with a high level of accuracy and attention to detail</li> <li>Proven ability to work as a member of a team without supervision</li> <li>Proven ability to take responsibility and demonstrate initiative</li> </ul>	E E E E E E
<b>Experience</b>	<ul style="list-style-type: none"> <li>Proven experience of working successfully with financial management and HR systems and of delivering general administrative support</li> <li>Experience of working in a higher education or library and information service environment</li> </ul>	E D
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Demonstrable knowledge of financial and HR procedures and issues relating to file management</li> <li>Knowledge of the administration of meetings and events</li> </ul>	E D
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>Good standard of education</li> </ul>	E D

	<ul style="list-style-type: none"> <li>Graduate qualification or equivalent</li> </ul>	
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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: March 2022

## 6 Salary and Conditions of Appointment

The post is subject to a probationary review after six months. Salary will be on the Professional Support Pathway Grade 4 scale in the range £30,302-£34,468.

## 7 Applications

Applications should be made on-line via our website at [jobs.lshtm.ac.uk](http://jobs.lshtm.ac.uk). The closing date is 28 August 2022 and the reference for this post is PSS-LAS-2022-03. Interviews will be held on 21 September 2022. Online applications will be accepted by the automated system until 10pm on the closing date. Any queries regarding the application process may be addressed to [jobs@lshtm.ac.uk](mailto:jobs@lshtm.ac.uk). Please quote reference PSS-LAS-2022-03.

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. There is no requirement to provide a CV and 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.

## 8 Further information

Further information on LSHTM can be obtained from the website at <http://www.lshtm.ac.uk/>

The Library, Archive & Open Research Services website is at <http://www.lshtm.ac.uk/library>

**The London School of Hygiene & Tropical Medicine is committed to being  
an equal opportunities employer**

July 2022