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.
JOB DESCRIPTION

**Job Title:** Executive Support Assistant (DEA and Director's Team)

**Department /Division/Unit:** Professional Support Services

**Faculty/Professional Service:** Governance and Executive Services

**Location:** Keppel Street

**Reports to:** The Executive Officer

**Full Time:** FT

**Grade:** 4

**Overall Purpose of the job**
The role will work closely with the Director’s Executive Assistant, Director’s Team and the Executive Officer in general on key visits, events, projects. The post holder will also undertake all of the normal activities of an assistant with a strong element involving good interpersonal skills for interfacing with a range of academic and professional support staff around the School. The post holder will understand and help manage competing priorities and provide support to enable smooth service delivery.

The responsibilities and activities of the role feed into further development of the post holder. The post holder will be expected to engage in personal and professional development whilst in post. The post holder will apply theoretical knowledge and skills within a practical and complex work environment.

**Principal Duties and Responsibilities**

**Communication**
- To provide professional and customer-focused support to School staff, students and members of Council and School committees including acting as a point of contact for general enquiries, and management of departmental inboxes;
- To promote the services offered by Governance and Executive Services and to be an ambassador for the function;
- Communicating with a range of internal and external stakeholders, including Professional Support Services colleagues, Faculty Operating Officers, Deans of Faculties and academics, as well as members of School’s Senior Leadership Team (SLT) and other groups;
- Demonstrating strong written and verbal communications on a daily basis, by producing reports, papers, briefings, policies, articles and other documentation, and presenting these as and when required;
- Drafting communication materials and correspondence for a range of audiences.

**Teamwork and Motivation**
- To support and collaborate with other members of the Director’s Team and Governance and Executive Services Team on specific projects, events, and initiatives as directed;
- To support the Director’s Executive Assistant and Team on key aspects of the Director’s business as directed;
- Developing and maintaining effective working relationships with colleagues in the Governance and Executive Services Team, with colleagues across the School and with external partners;
- Actively contributing to support the work of Director’s Team and Governance and Executive Services.

**Liaison and Networking**

- To actively seek appropriate professional development opportunities and engage with external networks relevant to the role and work with the Executive Officer to organise as appropriate;
- Disseminating communications and other correspondence to internal and external partners in relation to different project streams, policies or procedures and other key areas of work;
- To act as a point of contact or project lead for different work streams/projects to facilitate effective outcomes.

**Service Delivery**

- To actively deliver an effective executive support function to relevant members of the Senior Leadership Team;
- To support the Director’s Executive Assistant and Team by taking responsibility for the delivery of specific strands of work;
- To assist in the co-ordination and management of key institutional level visits;
- To undertake administrative duties for the team as directed by the Executive Officer and Director’s Team;
- To process transactions, purchase card receipts and other financial support as directed by the Executive Officer and the Director’s Team;
- To manage certain budget lines, including preparing contracts for new suppliers (with training if needed);
- Fact checking and proofreading papers, reports and other documents for accuracy and consistency;
- Initiating contact with internal and external partners to enhance systems and processes where necessary;

**Decision Making, Planning and Organisation**

- Adapting to working both autonomously and collaboratively with different work streams and colleagues across the School;

**Initiative and Problem Solving**

- Proposing creative and innovative ideas to problem solving a range of complex tasks and challenges, making effective recommendations to senior managers and project leads to enhance systems and processes.

**Analysis and Research**

- Collating and analysing information as required, ensuring accuracy and delivery to agreed timescales.

**Additional Duties**

- Undertaking other general administrative work requested by Executive Officer;
- Contributing to general activities of the School that contribute to the School’s overall 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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<td>Department/Division: Governance and Executive Services</td>
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<tr>
<th>Competency</th>
<th>Evidence</th>
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<tr>
<td><strong>Education, Qualifications and Training</strong></td>
<td>Qualification at Further or Higher Education level, or equivalent experience</td>
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<td>Evidence of further professional development</td>
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<td><strong>Experience</strong></td>
<td>Experience of diary management and effective prioritisation techniques</td>
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<td>Experience of working in a higher education institution</td>
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<td>Experience of working in a service-oriented function, preferably working in a team and communicating with a wide range of people, and dealing with people at all levels of an organisation</td>
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<td>Experience of effectively acting as the project lead or point of contact for work streams or projects</td>
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<td>Experience of working with expenses</td>
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<td><strong>Knowledge</strong></td>
<td>Knowledge of current challenges the higher education sector is facing including cultural expectations and the regulatory environment</td>
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<td>Understanding the mission and values of the School, including its commitment to improving health and health equity in the UK and worldwide</td>
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<td><strong>Personal Qualities</strong></td>
<td>The ability to provide pro-active, dynamic, and timely support whilst demonstrating the ability to meet tight deadlines and working with attention to detail and accuracy</td>
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<td>Ability to demonstrate a motivated, disciplined, and pro-active commitment to professionalism, collaborative working, and the delivery of high quality service and client satisfaction levels</td>
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<td>Ability to favorably represent the School with enthusiasm and integrity and demonstrate high levels of personal self-motivation, stamina, have a flexible approach to work and be receptive to change</td>
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<td>Ability to encourage positive working relationships and commitment to working as part of a team, by demonstrating</td>
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personal conduct, integrity and credibility that commands the confidence of senior managers and staff at all levels, external partners and stakeholders

Skills

Excellent organisational skills and the ability to co-ordinate, plan and multiple priorities, while maintaining a high level of accuracy and attention to detail, and delivering within agreed timescales and targets

Ability to apply intellectual rigor and understanding, to analyse and interpret complex data in a logical manner and explain and summaries findings

Excellent interpersonal skills and the ability to adapt oral and written communication methods and styles to present information clearly and concisely, appropriate to the target audience

Ability to be decisive and react appropriately to short and long-term tasks and challenges, and pro-actively use initiative within agreed limits to demonstrate effective and creative problem solving skills

Able to be assertive at times (when necessary) and adapt to a changing environment

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: 6 June 2017

**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)