

DEPARTMENT OPERATIONS ADMINISTRATOR



Job Title: Department Operations Administrator
Department: Infectious Disease Epidemiology & Dynamics and Infectious Disease Epidemiology & International Health
Faculty: Epidemiology and Population Health
Location: Keppel Street, London
Reports to: Department Manager (DM)
Full Time/Part Time/Casual: 1.0 FTE
Grade: G3
Overall Purpose of the job: The post is based across two departments; Department of Infectious Disease Epidemiology & Dynamics and the Department of Infectious Disease Epidemiology & International Health. The post-holder will work closely with the Department Managers to support the operational and administrative work of the Departments. They will have responsibilities across the full range of the Department's work including core administration, human resources, finance and procurement; the balance between the different elements of the post will vary in response to the overall demands on the Department.

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is renowned for its research, postgraduate studies and continuing 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.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To discover more about LSHTM please click [here](#).

Our Values

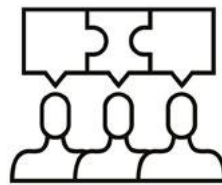
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. To find out more please click [here](#).



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

FACULTY/DEPARTMENT INFORMATION

The Faculty of Epidemiology & Population Health (EPH) houses a large group 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 five research departments.

- Department of Infectious Disease Epidemiology & International Health
- Department of Infectious Disease Epidemiology & Dynamics
- 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 Elizabeth Allen.

Department of Infectious Disease Epidemiology (IDE) conducts research on the epidemiology and control of infectious diseases of public health importance. It also conducts research on maternal and neonatal health. Work is carried out in low-, middle- and high-income countries, including the United Kingdom. Research ranges from ecological studies of variations in disease frequency in different populations, through observational case-control and cohort studies to define risk factors for disease, to randomized controlled trials to test the impact of specific preventive and curative interventions.

IDE is the largest department within LSHTM and for organisational purposes has been split into two departments Department of Infectious Disease Epidemiology & Dynamics and Department of Infectious Disease Epidemiology & International Health. The Heads of Department for Department of Infectious Disease Epidemiology & International Health are Oona Campbell and Sian Floyd. The Head of Department for Department of Infectious Disease Epidemiology & Dynamics is Mark Jit. This role supports the administrative needs of both departments.

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).

The role holder will be expected to:

Department administration

- Act as the first point of contact for the department, filtering daily walk-ins, email and telephone enquiries from staff and sign-posting to the most appropriate resource or service (escalating to the Department Manager as needed)
- Manage travel arrangements for research teams, including flights, accommodation, visas, advances and travel insurance
- Responsible for monitoring space and growth of the department, organising and facilitating desk/office moves, communicating with the staff affected and the Department Manager
- To act as a central point of contact for travel agencies, venue providers, conference and workshop participants
- To manage Department and project team shared calendars and folders, including providing support to team members on how to use these tools effectively.
- To attend Departmental and School meetings and update teams on relevant content (for example information from training seminars on how to use new systems in the School)
- Participate in the professional service network in the Department and share information on school policies and procedures, professional trainings etc;
- To ensure colleagues are adequately briefed on any changes to School policy and procedures.
- Responsible for organising the department's retreat, including coordinating the paperwork and speakers in agreement with the Department Manager and Head of Department.
- Organise and facilitate department and group meetings – prepare meeting agendas, supporting materials, minute and track and follow up on action points
- Help organise and facilitate face to face and virtual meetings via the department's account, whilst also managing the telephone and web-based accounts

Staffing

- Facilitate the redundancy notice process by sending through reminders to all line managers to complete redundancy consultations in a timely fashion to ensure staff have enough notice of the end of a fixed-term contract (as grant funds come to a close)
- Assist with the monthly payroll checking exercise ensuring staff have been charged to the correct accounts in liaison with the project staff
- Provide assistance in managing contract end dates by collecting together the appropriate paperwork for leavers
- Help during the recruitment/interview process for new roles in the department

Financial

- Process invoices and reimbursements, and keep records of incurred expenses on the department account
- On a daily basis manage staff expense requests to ensure paperwork is correctly completed, check the budget for department and project accounts and follow through the signature process and ensure payments are processed in a timely fashion in liaison with the finance department
- Process monthly reconciliation of the Department's credit card
- Process orders for general supplies (stationery), allocating expenditure to grants as agreed

Communications

- Act as a central point of contact for external providers when required
- Hold responsibility for the department mailbox, responding to all enquiries and use own initiative to escalate to the Department Manager when appropriate
- Act as point of contact for outbound departmental communications and handling of responses
- Keep an updated calendar for annual leave for project coordinators to facilitate cover arrangements within the team
- Perform staff inductions and, where appropriate, training for new staff and visitors to the department
- Manage the department website, updating content in liaison with the Department Manager and Heads of Department, and ensuring that it is a useful communication tool for the department and that staff profiles are up to date
- Manage mailing lists on a regular basis to ensure they remain up to date
- Compile HR, Finance and staff CV paperwork for the Department Manager and disseminate to the appropriate parties (e.g. for CV reviews during the academic promotion rounds)

Other

- Provide cover to other administrative staff in the department where appropriate
- Build and maintain good relationships with LSHTM staff.

Main Duties and Responsibilities

Communications

- To act as a front of house for the department filtering queries as they arise on a daily basis, communicating information clearly and accurately
- To respond to general departmental queries by email, telephone and in person or refer as appropriate.
- To circulate information to department staff/research degree students by email.
- To be responsible for the department's email inbox
- Support meetings by drafting agendas and supporting papers and taking minutes.
- Set up, develop and maintain the department communication tools including mailing lists.
- To assist with Department research student upgrading's, vivas etc as requested.
- To respond to requests for information from the Department Manager or Faculty Operating Officer.

Teamwork and Motivation

- Develop and maintain good working relationships with school staff, in particular academics, project administrators/coordinators/managers and services such as finance and procurement
- Be supportive and encouraging to others in the department.

Liaison and Networking

- To assist the Department Manager in the management of contract extensions, changes of funding etc.
- To welcome and assist in the induction of new members of staff to the Department.
- To prepare for and welcome visitors to the department.
- To provide support for the staff review and department CV review processes by preparing documentation, keeping records etc.

Service Delivery

- Organise department staff meetings, retreats and other events.
- To assist in the management of department space, liaising directly with staff and the Department Manager and Head of Department.
- To be responsible for keeping a space record for the department and be responsible for coordinating office moves, refurbishments, equipment.
- To liaise with Estates, and other appropriate departments, on day-to-day premises and maintenance issues.

- To be responsible for monitoring and purchasing routine stationery and equipment, liaising with project administrators regarding use of project budgets for stationery and equipment.
- To arrange the purchase of furniture, equipment etc for the Department as requested by the Department Manager and in liaison with the Procurement department as appropriate.
- To keep records and monitor income and expenditure on Department accounts and to provide information/reports as requested by the Department Manager or Head of Department.
- To provide additional administrative support to research grants and consultancies, when required such as booking travel and venues and assessing whether there is appropriate budget remaining on that particular budget category (ensuring all bookings fall within budget)
- To liaise with the Finance Department and Research Operations on matters relating to Departmental accounts and consultancies as appropriate.
- Hold responsibility for the collection of information from the project administrating staff with the monthly payroll checking exercise, ensuring accuracy and avoiding financial implications to the faculty for incorrect information.

Decision Making

- Take independent decisions using own knowledge in conjunction with written guidelines/checklists and templates.
- Make judgement calls when coordinating areas of responsibility e.g. desk moves, stationary orders etc
- Assess whether there is sufficient budget in the department and project accounts to process invoices
- Respond to administrative queries and provide guidance to member of the department
- Update information on department web-pages and shared folders

Planning and Organising

- Plan, prioritise and organise own work/resources to achieve agreed objectives.
- Assess each task for urgency/importance and create a work-plan in agreement with the Department Manager.
- Planning department space allocation, through have oversight and understanding of the department starters and leavers.
- Plan department events (e.g. retreats/conferences) and organise the resources (e.g. IT requirements)

Initiative and Problem Solving

- Regularly be expected to solve standard problems by following set procedures/guidelines and by referring to what has been done before. For example, responding to queries from academic, team members and Professional Support Services.
- Occasionally be expected to use their judgement, initiative and creativity to identify and offer solutions to the Department Manager on more unusual problems; interpreting school policies and procedures and assessing the consequences of various courses of action.
- Determine when appropriate to escalate issues to the Department Manager

Analysis and Research

- Accurate entry of data/information and maintenance of department databases e.g. space, contract end dates and visitor monitoring
- Review staff expense forms, ensuring that the school's financial regulations are being adhered to and there is sufficient budget
- Assist the Department Manager in reviewing the monthly income and expenditure reports for the department accounts, identifying expenditure that needs to be moved off and coordinating this with the relevant project administration.

Additional Information

- To carry out other duties as required by the Department Manager, Head of Department or Head of Faculty.
- Adhere to Faculty and School policy and procedures at all times.
- Demonstrate continuous professional development by acquiring relevant skills and competencies e.g. keeping up to date with changes in procedures/regulations, attending relevant training.
- Contribute to general activities of the Department and School that help to promote the objectives of the school.

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 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 Head 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 and Development Review (PDR).

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.

Competency	Evidence	E/D
Education, Qualifications and Training	<ul style="list-style-type: none"> Higher education to degree level or equivalent or relevant experience. Evidence of continuous professional development including internal or external training and development programmes. 	D
		D
Experience	<ul style="list-style-type: none"> Proven, relevant administrative experience in an academic or similar environment Proven experience of maintaining electronic and paper record-keeping systems Proven experience of monitoring income and expenditure Proven ability to manage a busy workload and meet deadlines, assessing priorities with minimum supervision and initiating action where appropriate Proven ability to work collaboratively Experience of maintaining and publishing information on web pages Minute taking experience 	E
		E
		E
		E
		E
		D
		D
Knowledge	<ul style="list-style-type: none"> High standard of IT skills, including good working knowledge of word processing, spreadsheets, databases, internet and email plus willingness to learn new systems/software Awareness of confidentiality issues and ability to maintain confidentiality as appropriate 	E
		E
Personal Qualities	<ul style="list-style-type: none"> Excellent communication skills for dealing with staff, students and visitors in a multicultural environment Proven ability to work with high levels of accuracy and with attention to detail 	E
		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

Date compiled: July 2023

Salary and Conditions of Appointment

The post is available on a permanent basis at 1.0 FTE. The salary will be on the Professional Services salary scale, Grade 3 scale in the range £28,614 - £32,307 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 "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

Application Process

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 appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. 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", "Yes" or "No" will not be considered acceptable and will not be scored.

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.

Asylum and Immigration Statement

LSHTM will comply with current UKVI legislation, 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 UKVI to enable sponsorship under the skilled worker route. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.