

# JOB DESCRIPTION



<b>Job Title:</b> Administrative Assistant & PA to the Director
<b>Department:</b> Population Health
<b>Faculty/Professional Service:</b> EPH
<b>Location:</b> 20 Bloomsbury Square, London, WC1A 2NS
<b>Reports to:</b> Nafees Meah
<b>Responsible for:</b> N/A
<b>Full Time/Part Time/Casual:</b> Part-time
<b>Hours:</b> 21 hours per week, 0.6 FTE
<b>Grade:</b> 3
<b>Overall Purpose of the job:</b>  The Global Panel Administrative Assistant & PA to the Director provides high-level personal assistance to Global Panel Director Professor Sandy Thomas, supporting her in all her work, dealing with correspondence, reports, papers and grant applications, monitoring a high level of email correspondence and responding appropriately during Professor Thomas' travel absence, maintaining suitable computerised and paper filing systems and maintaining a busy appointment diary.  The major tasks and responsibilities of the post are in the areas of relationship management, administration, logistics and information management. The post holder will report to the Global Panel Project Coordinator and support the Secretariat team, in addition to providing support to the high-level Global Panel of 11 international experts.

## General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

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.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

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 find out more please visit our [Introducing LSHTM page](#).

## Our Values

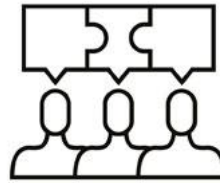
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with  
integrity**



**Embrace  
difference**



**Work  
together**



**Create  
impact**

## FACULTY/DEPARTMENT INFORMATION

### The Faculty of Epidemiology & Population Health

The Faculty of Epidemiology & Population Health (EPH) houses a large group of epidemiologists, demographers, statisticians and nutritionists working on major issues of importance to public health provision in the UK and globally. EPH employs approximately 560 people in five research departments.

- Department of Infectious Disease Epidemiology & Dynamics
- Department of Infectious Disease Epidemiology & International Health
- Department of Medical Statistics, which includes the Clinical Trials Unit
- Department of Non-communicable Disease Epidemiology
- Department of Population Health

The Faculty has a postgraduate teaching programme including eleven intensive MSc courses: Epidemiology, Demography and Health, Medical Statistics, Health Data Science, Public Health for Development (jointly with Faculties of Infectious & Tropical Diseases and Public Health & Policy), Nutrition for Global Health, Global Mental Health (jointly with Kings College London, Institute of Psychiatry), Reproductive & Sexual Health Research, Sexual & Reproductive Health Policy and Practice (online), Veterinary Epidemiology (run jointly with the Royal Veterinary College) and Climate Change and Planetary Health. There are also three distance Learning MSc courses: 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.

## The Department of Population Health

The Department of Population Health (DPH) aims to bring important benefits to global population health and health equity by generating, evaluating and disseminating effective interventions, treatments and policies. It is a centre of excellence in the determinants and consequences of population change.

Our research involves epidemiology, drug trials, complex intervention development and trials, demography, research on the mechanisms of disease, treatments and interventions, qualitative research and systematic reviews of evidence. We work on some of the largest public health issues in the world including: climate change and planetary health, Covid-19, demography, emergency care, global mental health, maternal, newborn and child health (MNCH), nutrition, non-communicable disease and sexual and reproductive health (SRH). The Department of Population health has strong links with the Malawi Epidemiology and Intervention Research Unit (MEIRU), the MRC unit the Gambia, international agencies and a large network of overseas research collaborators.

The Head of Department is Professor Suneetha Kadiyala.

### Main Duties and Responsibilities

#### Communication

- Communicating weekly, both verbally and through written means to a high standard with a range of senior stakeholders including members of the Global Panel, a small group of very distinguished experts including global heads and representatives of UN Agencies, scientific bodies etc.
- Drafting a wide range of communications on behalf of the Director using excellent judgement on appropriate language and style for high profile influential stakeholders.
- An exceptional standard of professional written English is required in order to maintain the reputation of the Panel.
- Minute taking, circulating papers and agendas for internal meetings. The post-holder will need to be able to be confident in understanding technical terms shared in these meetings, recording these accurately and drafting comprehensive minutes.
- Understanding and effectively communicating details of travel arrangements and meeting logistics.
- Assessing, negotiating, arranging and effectively communicating details of complex travel arrangements and meeting logistics for the team and very senior stakeholders.
- Responsible for the preparation and distribution of papers for Global Panel meetings.
- Responsible for communicating with other service areas within LSHTM, for example, Finance, Human Resources and Estates as necessary

#### Teamwork and Motivation

- Contributing both proactively and in response to direction to the work of the Secretariat
- Providing daily assistance to team members with office tasks, making suggestions on administration and logistical matters

- Assisting project staff to maintain excellent working relationships with multiple national and international collaborators and stakeholders, being the 'front-line' contact on behalf of the secretariat, evaluating issues as they arise and making suggestions to staff and the Director.

### **Liaison and Networking**

- Acting as the first point of contact for visitors to Professor Thomas; maintaining an excellent level of personal credibility
- Assisting the Finance & Administration Manager on recruitment, contract extensions and other HR matters
- Maintaining the secretariat calendar to ensure that it is a comprehensive and up-to-date portal for all secretariat commitments, including staff movements, internal and external meetings, and proactively alerting senior colleagues to potential clashes and proposes well-constructed and workable solutions.

### **Service Delivery**

- The post holder is responsible for providing a comprehensive administrative function to the Global Panel team including:
- Providing guidance on financial and administrative policies and procedures, including with regard to staff expenses, travel policies and LSHTM systems
- Being the point of contact for Global Panel staff with regard to information about LSHTM policies and systems e.g. coordinating requests on ServiceDesk
- Managing the diaries of senior staff, evaluating issues and identifying priorities for communication
- Processing forms as required e.g. expense claims for external collaborators and stakeholders, and for the Director
- Proactively monitoring, managing and ordering all office supplies
- Handling incoming and outgoing post, including booking couriers
- Responsibility for the coordination of complex travel arrangements for Secretariat staff, Panel members and other collaborators, including booking flights, applying for visas in a timely manner, submitting travel insurance and risk assessment forms and meetings registration.
- Being responsible for providing travellers with a comprehensive travel pack to include travel logistics and overseeing and coordinating the receipt and collation of all technical and briefing documents for inclusion in travel packs.

### **Decision Making**

- Using excellent judgement and independent decision-making to determine the safest, most cost effective and time efficient route of travel when organising overseas meetings for secretariat staff and Panel members and advising travellers on best options. These decisions have potential impacts on the safety of travellers and on the efficient use of the budget, which are scrutinized by the donor (DFID)
- Independently deciding when to escalate queries and using initiative in solving office issues. Evaluating the importance and urgency of travel and admin issues as they arise and who to contact.
- Daily rapid and effective decision-making on the internal process for all incoming communication to the Directors inbox, assessing and carrying out the appropriate action following initial assessment, advising the Director of priorities and actions required. Decisions taken often have direct impact on

the relationship between the Global Panel/LSHTM and high-level figures/bodies

- Maintaining close contact and communication with the Director and assessing priorities for immediate and less urgent attention, highlighting issues of concern with personal safety when travelling internationally, seeking solutions in terms of travel logistics and liaising with international partners to address concerns.
- Contribute as part of a team to the decision-making process in organizing and assessing the priorities within the administration function

### **Planning and Organising**

- Sole responsibility for organising the Director's diary and email communication to a high standard, where reliability is key
- Maintaining and organising an efficient working space free from hazards
- Assisting with the planning and organising for all meetings, including refreshments, AV equipment and other logistics
- Providing office admin support for a team of seven, including assisting the Communications/Partnerships team with organising and running events.
- Processing purchase orders providing day-to-day financial support to the Finance Manager, processing purchase requisition and reconciling expense claim forms. Using the Agresso system to provide additional detail to support the accurate allocation of financial expenditure in external financial reports to funders.
- Using the Agresso system on a regular basis to manage and monitor the application of financial resources

### **Initiative and Problem Solving**

- Complex problem solving relating to events hosting and administration – e.g. sourcing appropriate venues, working out logistics at events and ensuring that intended outcomes and best value for money is achieved while maintaining positive relationships with senior figures
- Using initiative and understanding of organisational priorities to determine communication that should be escalated or not
- Raising concerns in relation to office Health & Safety and taking action where necessary
- Identifying when resources need to be replenished or replaced to maintain an adequately resourced working space for a team of 7 colleagues. Making suggestions on efficiency and effective use of resources
- Identifying and taking action to resolve general building maintenance issues with Admin staff in the department and with LSHTM through the service portal.
- Effectively representing the needs of the Global Panel at the department Administrators' meetings and through other LSHTM forums and networks as appropriate
- Actively contribute to general activities of the Global Panel and department that help to promote their objectives
- Act as a first port of call for ICT issues within the Secretariat to resolve day-to-day ICT problems before forwarding these for further support

### **Analysis and Research**

- Weekly/monthly Monitoring income and expenditure on research and other projects, preparing financial summaries, initiating any necessary remedial action and using judgement on when to escalate problems appropriately.

- Research travel options for attendance at conferences / meeting

**Other**

- Ensuring that the Secretariat offices are maintained in a clean and orderly fashion free from Health and Safety hazards
- Undertake other general administrative work requested by the Director, Deputy Director and Finance & Administration Manager or other members of the Global Panel Secretariat.
- Contribute to general activities of the Global Panel and department that help to promote their objectives.

This list is not exhaustive and the post-holder will be expected to carry out duties in line with these responsibilities

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
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>Degree or substantial equivalent experience</li> </ul>	E
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience as a PA, Executive Secretary, or Administrator</li> <li>Proven substantial and successful administration experience within a UK academic environment, preferably working in a team and communicating with a wide range of people in a multicultural environment</li> </ul>	E  D
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Good standard of IT skills, ideally including Microsoft Word, Excel, PowerPoint, databases and hardware, including projectors and audio-visual equipment, with willingness to become proficient in new equipment and software packages</li> <li>Basic business skills for invoicing and ordering using electronic database and systems</li> <li>Fluent written English and strong oral communication skills, along with strong secretarial skills and good attention to detail</li> <li>Ability to work to tight deadlines in a busy office with a heavy workload, with minimum supervision, maintaining confidentiality when necessary</li> </ul>	E  E  E

<b>General</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills and the ability to deal confidently, professionally and politely with face-to-face, telephone, written and email enquiries</li> <li>• A commitment to supporting LSHTM's EDI policies and procedures</li> </ul>	<p>E</p> <p>E</p>
----------------	---	----------------------

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: 19 February 2024



## **Salary and Conditions of Appointment**

The post is fixed term until 31 October 2024 and part-time 21 hours per week, 0.6 FTE. The post is funded by the Global Panel Irish Aid and is available immediately. The salary will be on the Professional Services salary scale, Grade 3 scale in the range £28,614 - £32,307 per annum pro rata (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 [jobs website](#). 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](mailto: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.