

JOB DESCRIPTION



Job Title: Department Operations Administrator
Department: Public Health, Environments and Society (PHES)
Faculty/Professional Service: Faculty of Public Health and Policy (PHP)
Location: 15-17 Tavistock Place
Reports to: Department Manager
Responsible for: N/A
Full Time/Part Time/Casual: Part-time
Hours (if less than full time): 17.5 hours
Grade: Grade 3
Overall Purpose of the job: The post holder is responsible for providing administrative support within the Department, working closely with the Department Manager and the Head of Department. They will support the Department Manager in ensuring the smooth running of the Department's administrative functions, and act as the first point of call for general administrative queries.

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

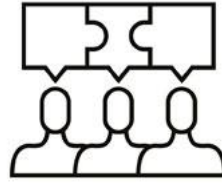
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

FACULTY/DEPARTMENT INFORMATION

Faculty of Public Health and Policy The Faculty of Public Health and Policy (PHP) aims to improve health in the UK and worldwide. We do this through research, teaching and consultancy in the areas of health policy, health systems and services, and public health. We run a range of popular and respected MSc courses, research degrees, short courses and CPD.

The faculty has around 250 academic staff, 50 Professional Services staff, and 250 doctoral students. We are the largest multi-disciplinary public health group in Europe, and one of the largest groups world-wide of social scientists working on health. We use multidisciplinary and multi-method approaches to generate new knowledge to improve health in specific contexts and inform transferability of approaches across contexts. We engage with people, policymakers and service providers to ensure our research is inclusive, relevant, and informs policy and practice.

Our research, teaching and consultancy are inter-disciplinary, encompassing anthropology, economics, epidemiology, geography, history, international relations, mathematics political science, psychology, public health medicine, sociology and statistics.

We actively work to embed the principles of equity, diversity and inclusion (EDI) within Faculty practice, policies and processes.

PHP is made up of three departments:

- Department of Global Health and Development which focuses on health policy and systems research, economic evaluation, gender violence and violence in childhood, and medical humanitarianism, all primarily in low and middle income settings.
- Department of Health Services, Research and Policy which focuses on improving the quality, organisation and management of health services and systems.
- Department of Public Health, Environments and Society which focuses on the social and environmental influences on health and how these are addressed.

Department of Public Health, Environments and Society (PHES)

The Department of Public Health, Environments and Society (PHES) focuses on the social and environmental determinants of health and the evaluation and analysis of public health policies and interventions.

We have a strong multi-disciplinary focus, with researchers from the fields of epidemiology, health economics, health promotion, history, international relations, geography, mathematical modelling, medicine and ethics, political science, sociology, anthropology and statistics, among others. Our research programme includes work in both high and low income countries, and integrates environmental, social and policy issues at international, national and local levels.

General research interests and strengths include drugs, alcohol, violence and health behaviour; globalisation; public health history; sexual and reproductive health; food and transport systems; HIV and other infectious diseases (including COVID-19); young people's health; evaluating the health impacts of social and public health interventions; the commercial determinants of health (CDOH); built environments and health; and environmental epidemiology, planetary health and climate change.

We have more than 30 research students working towards PhD and DrPH degrees across the breadth of our research interests. Staff also contribute to the school's Master's Degree Teaching Programme, in particular the MSc Public Health.

Main Duties and Responsibilities

1. Maintain a good understanding of the administrative functions of the Department, and how these relate to the operation of the wider Faculty and School. Understand the LSHTM policies that impact the administrative functions of the Department, and help to ensure these are applied appropriately.
2. Proactively identify potential issues or problems, and highlight these to the Department Manager as appropriate. Where appropriate, suggest solutions and/or be involved in the resolution of such issues.
3. Work proactively with the other Department Administrators, especially where responsibilities are shared, to ensure smooth operation of administrative functions and continuity of support for staff.
4. In liaison with the Faculty Office, update and maintain the electronic staff files for the Department, including setting these up for new members of staff, to ensure that the Department and thus Faculty holds comprehensive and up to date records. Ensure department organograms are kept up-to-date with starter and leaver information.
5. Assist the Department Manager in the administration of the process for monitoring staff contract expiry. This may include maintaining records of contract expiry dates, and following up with line managers or project administrators to ensure payroll variation forms, redundancy consultations, and leavers forms are processed in a timely manner. Assist in ensuring required processes are completed for departing staff members, in line with the Leaver's Checklist.
6. Process honorary staff appointment and renewal paperwork, ensuring relevant authorisation is sought and processed in a timely manner, including keeping records up-to-date and following up with relevant staff members about renewing contracts. Organise IT access for honorary staff (if applicable).
7. Coordinate arrangements for new starters, including provision of IT equipment, safety induction, and basic IT training e.g., how to set up user account, email, staff public profile etc.
8. Coordinate the PDR process for the department, monitoring completion and following up with line managers and staff members as needed, while reporting back to the Head of Department and Department Manager.
9. Work with the Department Manager to ensure that necessary IT equipment is in place for all staff in the department, including new starters, working with IT Services for purchasing.
10. Proactively manage appointments, engagements and arrangements for the Head of Department, maintaining an up-to-date electronic calendar.
11. Make travel arrangements for Head of Department and organise cover/proxy access in line with diary appointments.
12. Work with the Faculty Office and other Department Administrators to ensure appropriate stocks of office supplies are maintained in Tavistock Place 2, ordering additional supplies when required, using the purchase order system. Proactively review the types of office equipment in use, and suggest changes or improvements.

13. Collect and sort the mail for the Department, organise courier services when necessary.
14. Manage other department paper records, including archiving, safe storage and destruction as per GDPR requirements and school policies
15. Assist the Department Manager with financial administration as required, including processing of expenses forms, reconciling credit cards, submitting purchase orders, and following up with Finance on outstanding invoices. Provide training to staff on expenses and other financial processes, e.g., how to claim expenses, how to do requisitions in Agresso.
16. Monitor printing costs against the department budget, ensuring these are recharged to research projects wherever feasible.
17. Maintain an understanding of LSHTM safety policy, as applied to Faculty space and facilities, proactively identifying potential issues or problems and highlighting these to the DM as appropriate with suggested solutions. Explain the LSHTM safety procedures to staff when needed. Work with the Faculty Safety Partner and other Department Administrators to:
 - Support the annual safety audit of TP2 department / faculty space, and ensure identified actions are completed
 - Ensure the faculty has sufficient numbers of staff trained as fire wardens and first aiders
 - Carry out basic ergonomic workstation assessments for staff, purchasing equipment where needed and signposting to the Safety team for more complex cases
18. Cascade information to staff and students within the Department as requested, including coordinating and distributing the Department newsletter.
19. Provide support for Departmental meetings, visits and events (e.g., booking rooms, catering, arranging travel/accommodation, liaising with key staff and speakers) as required
20. Act as Secretary to the Department Management Group or its equivalent senior staff meeting, including drafting agendas, taking minutes, and ensuring actions are completed.
21. Provide cover for other faculty Department Administrators. During periods of annual leave, cover generic duties listed above as needed, particularly those relating to onsite needs at TP2.

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"> • A-levels, equivalent school leaving qualifications, or equivalent professional experience 	E
	<ul style="list-style-type: none"> • Evidence of continuing professional development 	E
Experience	<ul style="list-style-type: none"> • Previous experience in an administrative role 	E
	<ul style="list-style-type: none"> • Experience of record keeping and record management 	E
	<ul style="list-style-type: none"> • Working effectively within established policies, processes and systems 	E
	<ul style="list-style-type: none"> • Managing a busy calendar and providing PA-style support 	D
	<ul style="list-style-type: none"> • Experience of organising meetings and/or events 	E
	<ul style="list-style-type: none"> • Experience of working in an academic environment and working closely with academic staff 	D
Knowledge	<ul style="list-style-type: none"> • Understanding of the Higher Education sector 	D
	<ul style="list-style-type: none"> • Ability to apply policies and procedures, and understand the impact of policy changes 	E
	<ul style="list-style-type: none"> • Ability to communicate policies and procedures to others in a straightforward manner 	E

	<ul style="list-style-type: none"> • Proven ability to update and manage electronic information (e.g. databases and spreadsheets) and produce summaries and reports • Understanding of confidentiality, GDPR and Data Protection principles 	E
		E
General	<ul style="list-style-type: none"> • A Commitment to supporting LSHTM's EDI policies and procedure • Tact, discretion, and the ability to maintain confidentiality • Collaborative and flexible approach and ability to work well and effectively with all colleagues and students • Ability to act on own initiative and take a proactive approach to identifying potential opportunities or issues • Commitment to School's policy of equal opportunities and the ability to work harmoniously with colleagues and students of all cultures and background • Display a professional attitude towards colleagues, students and others 	E
		E
		E
		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: Feb 2024

Salary and Conditions of Appointment

The post is part-time 17.5 hours per week, 0.5 FTE and permanent.

The salary will be on the Professional Services salary scale, Grade 3 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 [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.

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.