

JOB DESCRIPTION



Job Title: Faculty Education Administrator
Department: Centre for Excellence in Learning and Teaching
Faculty/Professional Service: Division of Education
Location: London
Reports to: Strategic Education Advisor; day to day management by Taught Programme Director
Full Time/Part Time/Casual: Full-time
Grade: Grade 4
Overall Purpose of the job: The Faculty Education Administrator will provide pro-active and efficient support to the Faculty Taught Programme Directors (ADEs). The ADEs have responsibility for overseeing the strategic development and the day-to-day delivery of the School's taught programmes, short courses and other related education activities. In addition to the accountabilities noted above, the post-holder will liaise closely with staff from across the Department of Education including Quality and Academic Standards, Programme Administration Team, Marketing and Student Communications Team and Registry as well as teams from central services and the wider LSHTM community.

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

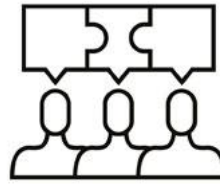
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

FACULTY/DEPARTMENT INFORMATION

The London School of Hygiene & Tropical Medicine

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.

History

Founded in 1899 at the London Docks, LSHTM is now based in Bloomsbury, where it has two main sites at Keppel Street and Tavistock Place, and additional sites in The Gambia and Uganda. Today, our staff, students and alumni work in government, academia, international agencies and health services across the world. Learn more about the history of LSHTM.

Research

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.

Staff community

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.

Partnerships

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.

Education

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 over 5000 each year on short courses and continuous professional development. Our free online courses are studied by more than 300,000 participants globally.

Excellence in research and education

We perform strongly in various global university league tables. In the ShanghaiRanking's Global Ranking of Academic Subjects 2022 we placed 3rd in public health (1st in the UK). In the 2023 CWTS Leiden Ranking LSHTM is ranked 1st in the UK for publishing open access research and 1st in the UK for the proportion of academic research with women listed as authors. Our global partnerships are also recognised, with LSHTM placed first position in the UK and 13th in the world for the proportion of our research which includes international collaboration.

In the US News Best Global Universities Ranking 2022, we ranked 2nd in the world for public, environmental & occupational health, 4th in the world for infectious diseases, 14th in the world for social sciences & public health, and 13th best University in the UK overall. We ranked 18th for medicine in the 2023 QS World University Rankings.

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.

Teaching

The School offers 20 one-year full-time taught programmes leading to the Master of Science (MSc) degree of the University of London and the Diploma of the London School of Hygiene and Tropical Medicine (DLSHTM). The Faculty of Infectious and Tropical Diseases runs or contributes substantially to nine of these MSc programmes. In addition, the Faculty is responsible for the three-month Professional Diploma in Tropical Medicine and Hygiene, the Professional Diploma in Tropical Nursing and offers a range of specialist short courses lasting usually one or two weeks. The School offers a further six MSc programmes by Distance Learning.

Research Training

The School offers two doctoral training programmes. The MPhil/PhD degrees are designed for those who wish to go on to a full time research career. The DrPH is directed towards those who expect their careers to be more in the practice of public health.

FACULTY INFORMATION

Faculty of Epidemiology & Population Health

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 four research departments.

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

Faculty of Infectious and Tropical Diseases

The Faculty of Infectious and Tropical Diseases encompasses all of the laboratory-based research in the School as well as that on the clinical and epidemiological aspects of infectious and tropical diseases. It is headed by Alison Grant, who is Professor of International Health. The range of disciplines represented in the faculty is very broad and inter-disciplinary research is a feature of much of our activity. The spectrum of diseases studied is wide and there are major research groups with a focus on malaria, tuberculosis, HIV/AIDS and other sexually transmitted diseases, vaccine development and evaluation, and vector biology and disease control. The Faculty is organised into three large research departments comprising:

- Clinical Research
- Disease Control
- Infection Biology

There is close interaction between scientists in different research teams. The Faculty has strong overseas links, which provide a basis for field studies and international collaborations in developed and developing countries. The teaching programme includes MSc courses, taught in-house and by distance learning, which are modular in structure, a variety of short-courses and an active doctoral programme (PhD and DrPH). For further information on the Faculty see: <https://www.lshtm.ac.uk/research/faculties/itd>.

Faculty of Public Health and Policy

The School is divided into three academic faculties, of which the Faculty of Public Health & Policy is responsible for research and teaching in the policy, planning and evaluation of health programmes and services. Its interests are both national and international, encompassing industrialized and low and middle-income countries. The Faculty has three research departments:

- Health Services Research and Policy (HSRP)
- Global Health and Development (GHD)
- Public Health, Environments and Society (PHES)

In the Faculty there are about 250 academic staff drawn from a variety of disciplines including medicine, statistics, epidemiology, sociology, economics, anthropology, operational research, psychology, nursing and history. Each department is responsible for its own research. The School has adopted a rotating system of management for its academic departments and faculties. The management of a department is under the control of the Department Head, appointed by the Director for a period of three years in the first instance. The Faculty Head is appointed in a similar manner but for an initial period of up to five years.

The Faculty of Public Health and Policy is responsible for organizing a one-year Master's course in Public Health, which allows students to take either a general MSc in Public Health, or to follow one of several more specialised streams: Health Services Management, Health Promotion, Environmental Health or Health Services Research. The Faculty also jointly teaches the MSc Public Health in Developing Countries and MSc Control of Infectious Disease (with the Faculties of Infectious and Tropical Diseases and Epidemiology and Population Health), and MSc Health Policy, Planning and Financing (jointly with the London School of Economics).

Master's courses are organized in a modular format across the whole School. One of the growing areas of Faculty teaching is distance-based learning, with MScs in Public Health and Global Health Policy. In 2017/18, over 230 students were registered for our face-to-face Masters programmes and nearly 1500 students were registered for distance learning MScs.

The Faculty has also reorganized and expanded its research degree (MPhil/PhD; DrPH) training. Currently there are about 110 students and 23 staff members registered for a research degree.

Main Duties and Responsibilities

- To assist the ADEs with their educational responsibilities, including seeking out and summarising information and preparation of reports, briefings and presentations as required.
- To provide full secretariat support for working groups and where required assist with School-level teaching related Committees. This includes drafting agendas, papers, taking minutes and proactively following up on actions.
- To administer and be the main contact for the teaching allocation process, working with the ADEs to ensure the teaching programme is optimally staffed, including resolution of queries, maintenance of the educational activity database and producing reports to aid planning.
- To support the faculty administrative processes relating to education e.g., plagiarism, communication, timetabling etc.
- To support the ADEs with quality assurance and academic standards including analysis and administration of student feedback, (e.g. Postgraduate Taught Experience Survey) and workflow on module and programme specifications, module moderation forms and periodic reviews.
- To assist the ADEs in handling responses to specific student concerns including follow up correspondence and recording of data.
- To manage all taught programme enquiries, including handling internal and external enquiries in relation to the faculty within LSHTM.
- To support the ADEs to ensure effective continual monitoring of programmes, adhering to LSHTM's policies and strategies.
- To support the ADEs on activities related to course and curriculum development.
- To support the ADEs on delivering the education strategy and updating policies and procedures within the faculty.
- To support the ADEs in the development and implementation of local strategies to maximise the student experience.
- To support the ADEs in handling of student complaints in line with LSHTM's student complaints policy.
- To work collaboratively with colleagues across LSHTM including those from within professional services, the Centre for Excellence in Learning and Teaching (CELT) and the Programme Administration Office to develop, assure and enhance a sector leading provision and service.
- To support the ADEs in liaising with external partners and stakeholders as needed.
- To support the ADEs in monitoring educational budgets
- To undertake background research, analysis of issues and present recommendations for the ADE to action under minimal supervision.

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"> Qualification at Further or Higher Education level, or equivalent experience 	E
	<ul style="list-style-type: none"> Evidence of further professional development 	E
Experience	<ul style="list-style-type: none"> Experience/knowledge of working in the higher education sector 	E
	<ul style="list-style-type: none"> Experience of supporting senior staff in a Higher Education Institution Ideally from a Quality, Student Experience, Programme Support or Technology Enhance Learning background 	E
	<ul style="list-style-type: none"> Experience of managing data in line with GDPR and handling sensitive matters with discretion 	E
	<ul style="list-style-type: none"> Experience of working with databases, including data input and report outputs, together with a high level of proficiency in using standard software and IT resources. 	D
	<ul style="list-style-type: none"> Experience of reviewing and collating data, preferably in a Higher Education taught programme evaluation context 	E
	<ul style="list-style-type: none"> Experience of servicing committees / meetings including agenda setting, minutes, writing papers and following up on actions 	E
Knowledge	<ul style="list-style-type: none"> Knowledge of current challenges the higher education sector is facing including cultural expectations and the regulatory environment 	D
	<ul style="list-style-type: none"> Understanding the mission and values of the school, including its commitment to improving health and health equity in the UK and worldwide 	D
	<ul style="list-style-type: none"> Knowledge of Postgraduate Taught Experience Survey 	D
General	<ul style="list-style-type: none"> 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 	E
	<ul style="list-style-type: none"> 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 	E
	<ul style="list-style-type: none"> Ability to favourably represent the School with enthusiasm and integrity and demonstrate high levels of 	E

	<p>personal self-motivation, have a flexible approach to work and be receptive to change</p> <ul style="list-style-type: none"> • Ability to encourage positive working relationships and commitment to working as part of a team, by demonstrating personal conduct, integrity and credibility that commands the confidence of senior managers, staff at all levels, students and external partners and stakeholders • Understanding the importance of confidentiality and handling confidential information • Excellent organisational skills and the ability to co-ordinate, plan and manage 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 summarise 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 • Excellent IT skills including Microsoft Office Package (Intermediate level) 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</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: May 2024

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 4 scale in the range £34,011 - £38,198 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.

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.