

JOB DESCRIPTION



Job Title: Faculty Operating Officer
Department: Epidemiology and Population Health Faculty Office
Faculty: Epidemiology and Population Health
Location: Keppel Street, London, WC1E 7HT
Reports to: Matt Lee, Chief Operating Officer
Responsible for: Department Managers (x3), Faculty Executive Officer, Faculty Research Degrees Manager; Faculty Administrator
Full Time/Part Time/Casual: Full-time
Grade: 8
Overall Purpose of the job The role of the Faculty Operating Officer is to lead and deliver the strategic and operational management of the Faculty. The Faculty Operating Officer role is an integral part of the senior leadership of the Faculty, working closely with the Dean and, as a member of the Faculty Management Group (FMG), develops strategic objectives and priorities, and ensures their operational delivery. The Faculty Operating Officer identifies and promotes best practice in policies and procedures, to ensure that the Faculty runs efficiently and effectively, and has a key role in initiating and managing change within the Faculty setting. The Faculty Operating Officer is required to make decisions and recommendations on broad and complex issues, which impact on the operational and future direction of both the Faculty and wider institution, including those relating to human resources and staff management, strategic planning, budgets, ad hoc projects and space. The Faculty Operating Officer manages the interface between the Faculty and the School's central services, and will be required to build strong and effective working relationships with those staff supporting the Faculty. The post-holder is key in ensuring high quality support for academic activity from professional services staff working within the Faculty and provides leadership to those staff. The Faculty Operating Officers are members of the strategic leadership network, and are responsible at School level for leading and/or ensuring delivery of cross-institutional initiatives, good governance and mitigation of risk. The Faculty Operating Officers undertake a range of duties on behalf of the Faculties and LSHTM through active participation and leadership of project boards, committees and other working groups.

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

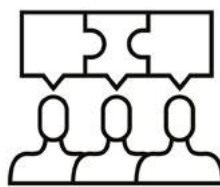
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

FACULTY INFORMATION

The Faculty expands the limits of epidemiology and addresses some of the largest public health problems in the world.

We are home to the largest grouping of epidemiologists in Europe with research expertise ranging from clinical trials, statistical analysis genetic epidemiology, large-scale observational studies and field trials through to the design and evaluation of clinical and public health interventions in low, middle and high-income countries. We aim to inform the biological understanding of diseases and provide evidence for decision making in public health using methodologically rigorous and innovative approaches.

The Faculty has around 300 academic staff and 220 research students. They work in more than 20 countries on a range of diseases from HIV and cardiovascular disease to mental health. We run a range of popular and respected master's degree programmes, specialist CPD and short courses.

Main Duties and Responsibilities

Strategic Planning and Management

- Take lead responsibility on behalf of the Dean of Faculty for faculty annual strategic planning and implementation of the operational plan;
- Identify Faculty operational requirements and advocate and negotiate with Heads of Service to drive forward positive change in order to deliver the Faculty and LSHTM strategic aims and service improvement;
- Commission and interrogate high quality management information and insight to inform high level decision making and monitoring of delivery against strategic aims of the Faculty and wider institution;
- As a member of LSHTM's senior professional services team contribute proactively to joint planning, consultation and strategic decision making across LSHTM, with impact to the operational and future direction of both the Faculty and wider institution, including those relating to human resources and staff management, strategic planning, budgets, ad hoc projects and space;
- Provide strategic advice to the Dean of Faculty and Chief Operating Officer on operational priorities, policy, and resources needed to achieve LSHTM strategic objectives.

Financial Planning and Management

- Lead the Faculty budget planning process - predicting income, direct and indirect cost recovery and creating business cases for new investment
- Effectively manage the faculty budget in liaison with the Finance business partner including detailed analysis of income and expenditure forecasting, and advising the Dean of Faculty with budgetary decisions
- Ensure robust financial monitoring and control throughout the Faculty, including compliance with LSHTM and funder regulations, and external regulatory requirements;
- Challenge complex budgets and business cases in a rapidly changing and financially constrained funding environment, assessing their affordability, return on investment and delivery of value for money;
- Be a point of escalation for complex grant issues, working with stakeholders to develop solutions and identify mitigating actions, both pre and post award. Where lessons have been learned, ensure these are captured and process and policy updated accordingly;
- Ensure a financially sustainable research portfolio by maximising cost recovery and generating income from external sources, and challenging funding applications where LSHTM's expectations are not met;
- Support the development of income generating activities including education activities such as short courses, in liaison with the Strategic Education Office

Operational and Resources Management

Professional Services Staff

- Develop and maintain an appropriate Faculty staffing structure;
- Optimise distribution and allocation of professional services staff resource to ensure excellence in service provision within the Faculty;
- Set service standards for Faculty-based professional services staff;

Space Planning and Management

- As a member of the LSHTM Space Committee and the Space Working Group, review use of space at an institutional level to ensure best use of space and support the delivery of the Estate Master Plan, considering feasibility and LSHTM strategic priorities;
- Manage Faculty space envelope ensuring provision of sufficient appropriate space to carry out Faculty activities whilst maximising usage, this includes facilitating minor works and periodic refurbishment exercises;
- Lead and manage significant changes to the Faculty use and allocation of space, including communicating changes, decant and move plans, and minimising disruption, working closely with the Director of Estates and Project Management Office;
- Analyse management information on space usage and allocation as required.

Staff management

- Line manage Department Managers and other Faculty-based professional services staff, to provide team leadership, and ensure staff development and motivation;
- Be a point of escalation for complex HR issues within the faculty, working with affected staff and line managers to apply policy in a consistent and fair way across the Faculty (and School).
- Proactively determine the need for structural changes within professional services staffing in the faculty, and where needed, lead on such restructuring.
- Ensure all HR processes are followed in the Faculty and ensure appropriate training is available, and mandatory training is undertaken as required
- Lead and participate in investigatory and grievance panels as required

Leadership and Development

- Foster a collaborative environment between central services and academic and professional services staff in the Faculty;
- Work with Heads of Service to review and revise policies, processes, and systems, ensuring changes meet the needs of the Faculty, and are implemented effectively and consistently;
- Act in a collegiate way through decision making processes in order to achieve the best outcome for the School as a whole, particularly when establishing precedents, working with the other Faculty Operating Officers, Heads of Service and Chief Operating Officer

- Provide operational leadership within the Faculty, engaging with staff through regular meetings, e.g. Project Admin Forum / PS Forum, ensuring the flow of information between Faculty colleagues and central services and understanding issues to advocate for Faculty staff at School-level meetings;
- Encourage personal and professional development of staff in the Faculty through training, networking opportunities, membership of external associations and engagement with Faculty and School-wide initiatives;
- Contribute to the development and delivery of faculty based equity and diversity activities and initiatives in line with LSHTM's EDI Strategy;
- Proactively manage own development in order to remain up-to-date with developments in the sector.

Governance and Compliance

- Management of risk in the Faculty, including maintenance of the Faculty Risk Register ensuring all risks are captured, monitored effectively and targeted mitigating actions are identified and implemented;
- Ensure all Faculty operations meet relevant LSHTM and regulatory requirements (including: GDPR; Prevent; information security etc);
- Participate actively in Faculty and School-wide committees, project boards, and working groups;
- Ensure safety duties are carried out as outlined in the LSHTM Safety Policy
- Represent Faculty operations on the Major Incident Team (responding to School level emergencies).

Additional Information

Whenever possible in the execution of these duties, to contribute to the sound development of School administration including, where appropriate, participation in training and/or other professional activities.

Ensure that the Faculty complies with the School's Equal Opportunities Policy and that equal opportunities are applied across activities.

Any other duty commensurate with the grade of post.

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"> <li data-bbox="683 562 1238 674">• Higher education to degree level or equivalent or substantial relevant experience. <li data-bbox="683 719 1251 875">• Evidence of continuous professional development including internal or external training and development programmes. 	<p data-bbox="1390 562 1414 595">E</p> <p data-bbox="1390 707 1414 741">E</p>
Experience	<ul style="list-style-type: none"> <li data-bbox="683 904 1267 1061">• Substantial experience of senior leadership in a complex organisation, within the Higher Education sector or similar environment. <li data-bbox="683 1106 1283 1263">• Proven successful experience of financial management, planning, monitoring and budgeting within a large and research-active organisation. <li data-bbox="683 1308 1286 1386">• Experience of strategy and operational planning. <li data-bbox="683 1431 1238 1588">• Proven ability to contribute to policy formation, and creating and implementing procedures to support operational efficiency. <li data-bbox="683 1632 1295 1856">• Proven experience of producing appropriate management information, interpreting the data to the benefit of decision making and presenting this to a range of audiences in an appropriate format. <li data-bbox="683 1901 1283 2058">• Significant staff management and leadership experience, including coaching, development, motivation and managing performance. 	<p data-bbox="1390 904 1414 938">E</p> <p data-bbox="1390 1128 1414 1162">E</p> <p data-bbox="1390 1308 1414 1341">E</p> <p data-bbox="1390 1420 1414 1453">E</p> <p data-bbox="1390 1644 1414 1677">E</p> <p data-bbox="1390 1935 1414 1968">E</p>

	<ul style="list-style-type: none"> • Proven experience of leading and implementing change successfully. • Excellent organisation skills, with the ability to prioritise with competing demands and to successfully deliver personally and through others to deadlines. • Proven ability to build effective working relationships with staff across all areas of the School, including academic staff and central services staff. • Excellent analytical and problem-solving capability, identifying creative solutions to problems and unprecedented situations. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
Knowledge	<ul style="list-style-type: none"> • An understanding of the major issues facing the higher education sector. • A good working knowledge of HR policies and associated statutory legislation. • Understanding of research grant applications and costing. • Understanding of higher education funding. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
General	<ul style="list-style-type: none"> • Highly articulate, with strong writing and communication skills, able to draft and present complex papers with clarity to a diverse audience • Strong diplomatic skills and good judgement with the ability to manage multiple stakeholder groups, to negotiate, to influence and persuade and to tolerate ambiguity in a complex environment • Outstanding interpersonal skills, with proven ability to act with tact and discretion whilst dealing with difficult/sensitive situations 	<p>E</p> <p>E</p> <p>E</p>

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1.0 FTE. The post is available immediately.

The salary will be on the Professional Services salary scale, Grade 8 in the range £62,928 - £72,092 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.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found on the [government immigration rules page](#).