JOB DESCRIPTION

Job Title: IT User Services & Administration Manager	
Department: IT Services	
Faculty/Professional Service: Central Services	
Location: London-based and Hybrid working	
Reports to: Head of Operations and Support	
Responsible for: User Services and Administration Team	
Full Time/Part Time/Casual: Full-time	
Hours *(if less than full time):* 35	
Grade: Grade 6	
Overall Purpose of the job: The User Services and Administration team manages a wide range of work including: user account administration, shared folder and mailbox management, printing services, software support and specialist areas such as Lab IT support, Secure servers and refectory tills. The role holder for this post will report to the Head of Operations and Support and will be the team manager of all the User Services and Administration team members.	

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.
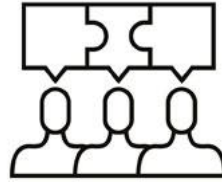
Our Values

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

IT Services

The mission of IT Services is to support the teaching, research and learning activities of the staff and students of the School through:

- the provision of a robust and effective computer network
- the provision of prompt and efficient computer user support
- the development of new facilities and services relevant to the School's changing needs

IT Services is made up of 4 area groups which are split into 10 different teams, all overseen by the ITS Director.

Main Duties and Responsibilities

The duties and responsibilities of the User Services & Administration Manager will include:

- Making sure all work in their team is carried out in accordance with IT policies and also customer services policies and procedures, delivering an effective and efficient service.

- Develop good working practises and consistency for their team, and working with the other support teams and with the Head of Operations and Support in this regard.

- Produce and manage documentation and contribute to the knowledge base, in relation to the User Services and Administration function.

- To deliver projects related to the User Services and Administration function as well as contributing to wider IT Services projects.

- Responsibility for User Services and Administration function, practices and processes and developing and/or streamlining these where required.

- Line management of User Services and Administration team, including coaching and developing the team to achieve both quality and volume in line with any agreed SLAs, targets and metrics.

- Ensure the continuous professional development of the team and individuals through regular team meetings, one-to-ones and personal development reviews (PDRs).

- Management of Printing and Reprographics services, including device management and configuration, contracts and administration, third party relationships and support for onsite printing services.

- Ensure availability of Helpdesk coverage from the User Services and Administration team and assisting with management duties for the Helpdesk such as queue management and managing major incidents if required.

- Manage your own continuous professional development, internal collaborations and externals networks, in order to contribute to service quality, research and innovation.

- Be the point of contact for other teams in IT Services, so information and ideas can flow down.

- Deputise for the Head of Operations and Support where required and assist the other support teams in the absence of their line manager(s).

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- Working alongside the other support team managers/leader to contribute to the management and delivery of the ServiceDesk tool, including development, maintenance and continuous improvement.

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).

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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	Substantial relevant experience in IT	E
	Evidence of continuing professional development including regular attendance on internal and external study programmes	D
	Hold ITIL qualification	D
Experience	Experience of working in an IT customer service desk environment	E
	Experience of line management responsibility	E
	Working in an IT team for an educational establishment	D
	Working with different levels of management	D
	Working in a customer focused and results orientated environment	E
Knowledge	Supporting a wide variety of IT equipment and hardware	E
	Good understanding of Windows desktop operating systems, familiarity with other operating systems as well as supporting various software applications	E
	The dynamics of higher education and academic endeavour	D
	Installation, configuration and management of printers and printing services	E
Personal Qualities	Positive communication skills: verbal, written and in presentations. The ability to sell ideas or benefits and build persuasive arguments based on data, logic and the objective merits of solutions	D
	Willingness to take on a wide variety of tasks and to learn new skills	E
	Commitment to School's policy of equal opportunities and the ability to work harmoniously with colleagues and students of all cultures and background	E
	Display a professional attitude towards colleagues, students and others, and a strong customer focus demonstrating a thorough understanding of customer needs and positive attitude to helping others	E
	The drive to complete tasks and a focus on results	E
	Confidence in operating in an environment of change, providing support and solutions to a wide variety of requests.	D
	The ability to build and sustain effective professional working relationships within IT and wider business environment	D

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	The ability to look continuously for opportunities for improvement – adapting thinking and behaviour to suit the requirements of different situations	D
	Positive interpersonal skills and people management	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: Sep 2025

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Salary and Conditions of Appointment

The post is permanent and full-time, 35 hours per week, 1 FTE. The salary will be on the LSHTM salary scale, Grade 6 scale in the range £45,728 - £51,872 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 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.