

JOB DESCRIPTION



Job Title: International Centre for Eye Health Operations Manager
Department: Clinical Research Department
Faculty/Central Service: Infectious and Tropical Diseases
Location: Keppel Street, London
Reports to: Professor Matthew Burton, Director, International Centre for Eye Health
Responsible for a team of eight Professional Services Team members in a matrix structure: Direct line manager for the following: <ul style="list-style-type: none">- 1 x Grade 6 Project Manager (1.0 FTE)- 2 x Grade 5 Project Coordinators (1 x 1.0 FTE, 1 TBA)- 1 x Grade 5 Communications Officer (1 FTE)- 1 x Grade 5 Student Engagement Officer (1.0 FTE, TBA)1 Grade 4 Project Administrator/Editorial Assistant (0.6 FTE) Indirectly responsible for: <ul style="list-style-type: none">- 1 x Grade 5 Project Coordinator (1.0 FTE)- 1 x Grade 4 Project Administrator/Editorial Assistant (0.4 FTE)
Full Time/Part Time/Casual: Full Time
Grade: PSP Grade 7
Overall Purpose of the job: The International Centre for Eye Health (ICEH) Operations Manager will provide leadership in the project, financial, administrative and operational activities of a large portfolio of eye health projects within the ICEH, including various large complex research grants and educational and capacity strengthening courses and initiatives. The combined current value of this portfolio of work for which the post holder would have operational management responsibility is around £14 million. The position directly line manages six members of the Professional Services Team working on ICEH projects, providing leadership and direction and advising on development opportunities; as well as presenting a forward-facing role to existing and potential funders, collaborators, partners, and external institutions. The post-holder will be a member of the International Centre for Eye Health Leadership Team and works closely with the ICEH Director, and other members of the ICEH Leadership Team, in the development of strategic operational planning and implementation, governance and accountability; management support across ICEH processes, including grant applications and research projects; management of ICEH human resources, fundraising and financial requirements; and ensuring alignment with School, auditor and funder regulations. The post requires an individual with a strong track record of high level project management, team leadership and operations management and a strong understanding of public health/international development.

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

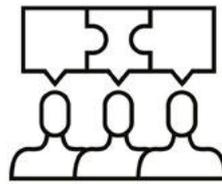
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

FACULTY/DEPARTMENT INFORMATION

Faculty of Infectious and Tropical Diseases

The vision of the Faculty of Infectious and Tropical Diseases is to deliver outstanding contributions to reduce the evolving disease burden related to infections and global health inequity. The range of disciplines represented is broad, including all laboratory-based research at LSHTM's London campus, and encompassing a "bench to boardroom" portfolio with research approaches from fundamental biology through clinical research to impact on policy and practice. It is headed by **José Bengoechea**, who is **Professor in Microbiology and Infectious Diseases**. The spectrum of diseases studied is wide; our main research interests include vector-borne diseases especially malaria; respiratory diseases including tuberculosis and bacterial pneumonia; enteric infections; HIV and other sexually transmitted

infections; neglected tropical diseases including trachoma, leishmaniasis, schistosomiasis and trypanosomiasis; vaccine development and evaluation; and the prevention of blindness. The Faculty is organised into three research departments comprising: Clinical Research, Disease Control, and Infection Biology. Interdisciplinary research is a major strength, and we encourage collaboration between scientists in different research areas. The Faculty has close links with colleagues and collaborators in more than 100 countries. Our teaching programme includes MSc courses which are module in structure, both intensive taught in London and by distance learning; a variety of short courses and an [active doctoral programme](#) (PhD and DrPH). For further information on the Faculty see [here](#).

Department of Clinical Research (Head: Professor Dave Moore)

The Department of Clinical Research addresses infectious diseases of major public health importance in developing countries. Activities include trials of new therapies, vaccines and educational interventions; the development of new diagnostic tests; studies to elucidate the immunological and molecular correlates of pathogenesis and protective immunity, and to identify genetic polymorphisms conferring protection or susceptibility to infectious diseases; health services research which aims to identify the most efficient and cost-effective way to deliver health care; and health policy analysis. In addition to our many overseas collaborations, we have close links with the Hospital for Tropical Diseases, in purpose-built accommodation on the main UCL Hospital campus, five minutes walk from the School. The Wellcome Trust Bloomsbury Centre for Global Health Research is based in the Department, and supports Clinical Fellows at all levels, most of whom are based overseas.

The Department's main research interests include HIV and related infections; in particular, the interaction between HIV infection and tuberculosis, and other sexually transmitted diseases; malaria; trachoma; leprosy; diagnostic tests for resource limited settings; eye health; disability; and travel medicine.

Teaching

LSHTM 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 and the Professional Diploma in Tropical Nursing. The Faculty also offers a range of specialist short courses lasting usually one or two weeks. LSHTM offers a further six MSc programmes by Distance Learning, with the Faculty responsible for the MSc Infectious Diseases.

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.

The International Centre for Eye Health (Director: Prof. Matthew Burton)

The [International Centre for Eye Health](#) (ICEH) is a research and education group based at the London School of Hygiene & Tropical Medicine.

Our Vision: Improving Eye Health Worldwide

Our Mission: To improve vision and eye health worldwide; working in partnership to achieve excellence in research, education, capacity development and translation of knowledge into policy and practice.

Our Strategic Approach: To be a world-leading academic centre and collaborative network for global eye health that delivers:

- Research – that translates impactfully into policy and practice
- Education and Knowledge Sharing – that equips and informs eye health leaders and personnel
- Capacity Development – that strengthens and motivates the workforce and transforms the eye health system

Our Values:

- Excellent and innovative in our work
- Respectful, encouraging and inclusive in our relationships
- Collaborative in our approach
- Clarity and openness in our communications

ICEH has trained clinicians and health care professionals from many countries, particularly in Asia and Africa. Through its [MSc in Public Health for Eye Care](#) and PhD programmes, ICEH has been instrumental in training many of the leaders in eye health in low- and middle-income countries across the world today. In 2006 ICEH / the London School of Hygiene & Tropical Medicine was awarded a Queen's Anniversary Prize for Higher and Further Education for "Reducing blindness worldwide". Over the last five years the ICEH has coordinated the [Commonwealth Eye Health Consortium](#) and is the lead organisation for the [Lancet Commission on Global Eye Health](#). The team, in partnership with colleagues in many different countries, typically produce more than 100 peer-reviewed research publication per year.

Project information

Four key areas of the role are:

- **Leadership & team management** - lead and manage members of the Professional Services Team working in the ICEH Team in a matrix style, comprising of 8 staff members (two to be appointed by late 2026), providing leadership and guidance and identifying areas of development.
- **Project and finance management** – lead members of the ICEH Professional Services team to project manage a growing number of education and research projects/grants:
 - Oversee project management of several multi-million-pound research grants currently totalling around £14 million composed of multiple work streams.
 - Project manage annually renewed eye health programme funded by CBM (£400K) including oversight of the 2nd Lancet Commission on Global Eye Health. This is a major high-profile project.
 - Oversee financial management of a large education and capacity strengthening portfolio funded by multiple charitable organisations (£600K).
 - Manage and monitor income and expenditure and develop project management tools and systems to successfully deliver on Funder and ICEH strategic objectives.
 - Lead on proposals with the aim of bringing in funding for new work to ICEH.
- **Funder liaison** – Lead on business development operations for ICEH research grants supporting the expanding group and continuation of the Commonwealth Eye Health Consortium legacy; represent the ICEH on operational matters and establish professional and positive relationships with multiple donors and stakeholders, liaising on funding opportunities and managing new and existing relationships effectively;
- **Strategy management** – work with the ICEH Director, other members of the ICEH Leadership Team, and relevant stakeholders at LSHTM to review strategic operational plans within ICEH, suggesting new processes and efficiencies and ensuring their implementation in order to support ICEH growth and success.

Main Duties and Responsibilities

Teamwork & Motivation

- Provide leadership and line management responsibility for 8 ICEH Professional Services staff in a matrix style, providing leadership and direction, conducting annual Performance Development reviews and developing line management skills of staff within the group;
- Establish and lead an effective ICEH Professional Services team to deliver their education and research projects within your portfolio, identifying priorities, coordinating work plans and allocating work amongst team members;
- Oversee, lead and manage recruitment and induction process for new staff drafting job descriptions, interview questions/tests and chairing/participating in selection panels;
- Contribute pro-actively to ICEH core functions developing efficient & effective working practices in collaboration with the LSHTM Central Services, Department and Faculty;
- Motivate the Professional Services Team Members you line manage, contributing to their professional development through providing coaching, mentoring and access to relevant training options or support.

Analysis and Research

- Manage and provide oversight of eye health research and other ICEH budgets (Combined value ~£14 million, ensuring spend is on target, analysing annual statements of account, and troubleshooting accounting issues. Analyse financial performance of overall accounts in order to make resourcing decisions. Oversee the day to day management of budgets by the Projects Coordinators and Administrators;
- Lead the ICEH Professional Services Team working on the ICEH portfolio of grants to monitor income, expenditure and forecasting of multi-million-pound grant budgets, analysing change, predicting risks and trends and suggesting future strategies to the ICEH Director, and other members of the ICEH Leadership Team, based on this analysis;
- Review and analyse latest funder guidelines and policies, providing comprehensive and expert guidance to academic and professional support staff, providing specialist input to the development of a multi-million-pound proposals to various high profile research, charity and philanthropic funders.
- Collate up to date expenditure reports and detailed forecasts at monthly meetings with the PI, providing analysis and advising on value for money within funder terms and conditions;
- Prepare and review project management, narrative and financial information for grant preparation and proposal submissions, including preparation of complex budgets and costings for multiple workstreams using Excel and Worktribe (LSHTM's budget costing system) and supporting LSHTM pre-award approval processes (Bid Scoping) in line with company costing principles.
- Conduct reviews and evaluation of funding opportunities, and maintain oversight of resource allocation within ICEH to successfully deliver project objectives;
- Analyse, interpret and summarise narrative and financial data to advise the ICEH Director, and other members of the ICEH Leadership Team about future strategic direction and best practice;
- Prospect research into potential funding opportunities, and provide oversight of LSHTM pre- and post-award processes advising the Director and other colleagues to maximise funding opportunities for the Group.
- Analyse and research appropriate forms of communication and project management tools to best communicate processes and ICEH performance.
- Coordinate research working groups and participate in research methodology training and online courses as necessary.

- Guide partners institutions, where appropriate, to enhance their grant management and administration expertise to enable equitable participation in grant development and contracting.

Communication

- Oversee, alongside the ICEH Director, the external communications of ICEH, through management of the ICEH Communications Officer.
- Establish effective methods of communication with colleagues, funders and other stakeholders to progress the strategic and operational needs of ICEH;
- Explain and present complex narrative and financial information in relevant formats to non-financial stakeholders such as funders, Steering Committees and the Director;
- Prepare written materials such as funding proposals, narrative reports, project management tools and advocacy materials, outlining the Projects activities clearly;
- Give formal presentations to various audiences including at Steering Committees, charring meetings, and participating in workshops representing ICEH;
- Work with the ICEH Director and ICEH Professional Services team to develop and present business cases, operational management documents, and changes in processes and procedures;
- Advise ICEH PIs, Professional Services staff and Communications Officer on appropriate forms of communication and project management tools to best communicate processes and ICEH performance.
- Provide comprehensive advice and assistance and respond to requests from colleagues enquiring about LSHTM policy and process particularly regarding administrative, financial and operational procedures.

Liaison and Networking

- Establish positive working relationships and maintain regular contact with funding organisations, LSHTM based researchers, visitors, students and external collaborators (in the UK and overseas) regarding project work plans and objectives;
- Maintain mutual exchange of information with internal and external contacts on strategic and operational direction of the project;
- Influence operational and programme management objectives of ICEH through liaison with internal LSHTM Central Services such as Faculty, Research Finance, Finance, HR, Communications, and Development and Alumni offices; building network of key internal contacts to progress ICEH strategic aims.

Service Delivery

- Provide leadership and direction for members of the ICEH Professional Services team, setting and monitoring priorities and ensuring efficient and effective operational and administrative processes are maintained and developed and that PIs are well supported;
- Present high-level grant expenditure reports and statements to funders providing justifications for variances or deviance, putting forward recommendations to funders and the Director;
- Effectively and promptly resolve any enquiries or problems raised by team members, ICEH, Central Services colleagues or other external partners and stakeholders;
- Delegate tasks appropriately to ICEH Professional Services team to ensure timely and effective completion.
- Monitor and oversee ICEH Professional Services team members' work plans and responsibilities ensuring funder reports are submitted accurately and on time and that monthly payroll and administrative data is submitted to relevant LSHTM services;
- Manage and oversee the ICEH office administration function – e.g. maintaining up to date list of staff, consultants, honorary staff and students; and allocation of office administration responsibilities amongst the Professional Services Team.

Decision Making

- Take ownership of your own work as well as that for the team that you line manage;

- Make operational and strategic decisions about the allocation of human and financial resources within your portfolio to ensure successful delivery of activities and future ICEH development e.g. ensuring funds are allocated appropriately across projects and between staff you are responsible for;
- Make independent decisions on issues arising which impact your own work and that of the team that you line manage e.g. finding solutions to maintain continued service delivery such as recruitment of new staff;
- Based on funding availability and project continuity, make operational decisions about ICEH human resource funding allocations, reviewing annual contract extensions, setting relevant FTE levels and conducting redundancy interviews as appropriate.

Planning and Organising Resources

- Organise, delegate, monitor and review financial, operational and administrative support functions ensuring efficient workflow across the ICEH team;
- Develop efficient and effective systems and processes for managing and recording project management, salary and financial data; preparing analyses on portfolios to advise the ICEH Director and other members of the ICEH leadership team.
- Develop operational and project management policies and processes for research and education projects, advising on financial, project management and human resource related requirements, including provision of advice on legal, HR and governance requirements, and funder/audit terms and conditions;
- Ensure effective financial, operational and communication processes and procedures are compliant with funder grant conditions and LSHTM regulations;
- Responsible for managing and prioritising a busy workload, and overseeing the work of those that report to you to deliver urgent operational and strategic activities.

Initiative and Problem Solving

- Identify areas for improvement and develop more efficient and effective procedures and policies e.g. setting up new more efficient systems to manage finances for your portfolio, developing operational plans or project management tools for multi million pound programmes; or identifying areas of training need for colleagues you line manage;
- Resolve issues raised by clarifying the problem, identifying options and providing solutions;
- Respond flexibly and positively to ICEH operational and strategic changes taking the initiative to find solutions and make recommendations to ICEH Director and other members of the ICEH leadership team.
- Develop information sharing systems for the ICEH Professional Services team e.g. through cloud based or electronic shared folders.

Team Development

- Directly line manage six Professional Services members of staff ensuring their wellbeing and continued development, including conducting annual Performance Development Reviews and undergoing relevant training to support the team's needs;
- Indirectly line manage other Professional Services team members, ensuring training and development needs are met,
- Review the structure of the ICEH team and develop and present ideas for improvements to the ICEH Director, and other members of the ICEH Leadership Team,
- Mentor and coach the staff you directly line manage, conducting regular 121s and annual appraisals, providing continuous review of appraisals and objectives and advising on next career steps, supporting staff to access and take part in training and development opportunities.

Strategic thinking and planning

- Support the ICEH Leadership Team in formulating and delivering sustainable long term operational and programme management policies and procedures to support ICEH's growth and success;

- Proactively initiate and advise on the development of new research projects and proposals, keeping abreast of funding initiatives;
- Work with the ICEH Director, and other members of the ICEH Leadership Team to develop and review ICEH's strategic and operational plans, ensuring alignment with School's strategy;
- Actively participate in and provide organisational support for meetings, events and conferences, representing ICEH and the Director at external meetings;
- Keep all ICEH support systems under active review to ensure efficiency, compliance with institutional regulations, and facilitate the provision of documentation for audit, regulatory and governance review.

Department and Faculty

- Be active in EDI activities within ICEH and at LSHTM
- Represent ICEH on operational and project management issues within the school;
- Attendance at ICEH, Department and Faculty meetings;
- Provide or arrange cover for ICEH Professional Services staff within the team;
- Respond to requests from the Department and Faculty Operating Officers on administrative matters;
- Undertake other duties related to the post as requested by the ICEH Director, Pls, and other members of the ICEH Leadership Team.
- Adhere to Faculty and School policy and procedures at all times.

Additional Information

N/A

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 degree level qualification • Post-graduate qualification relevant to International Development. • Relevant professional qualification in Management, Project Management, Business Administration and Governance; or equivalent professional experience. 	<p>E</p> <p>D</p> <p>E</p>
Experience	<ul style="list-style-type: none"> • Experience of the oversight, management and reporting of large budgets of over £3 million; significant senior level experience of financial management and reporting of large complex budgets including monitoring income and expenditure, calculating variance, predicting risks and forecasting future trends; and allocating resources appropriately across multiple projects • Strong leadership and management skills: experience of leading and managing a team, motivating and supporting team members to excel in their roles, conducting appraisals and provision of mentoring and support to access development and training opportunities • Experience of operational and project management support within an academic institution, NGO, not-for-profit or other similar work environment, with in depth knowledge of funder requirements and understanding of scientific research methods, institutional operations and governance, and project management processes and tools. • Significant experience of developing and implementing policies, procedures, processes and systems effectively and suggesting improved working practices and policies in line with specific funder guidelines e.g. NIHR, Wellcome Trust. Be able to explain these to others and apply 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>

	<p>them to the benefit of grants across the group.</p> <ul style="list-style-type: none"> • Significant experience of managing multi-partner international programmes, with a range of collaborators and leading administrative teams supporting such programmes. • Experience of living or working in a low or middle-income country 	<p>D</p> <p>D</p>
Knowledge	<ul style="list-style-type: none"> • Excellent written and oral communications skills, including the ability to interpret, present and summarise complex narrative, technical and financial information and develop project management documentation for a range of different audiences • Knowledge of full economic costing (fEC) principles, higher education funding mechanisms, and research grant funding rules specific to various funders (e.g. NIHR, Wellcome Trust, MRC). • Knowledge of complexities involved in managing multi-partner workstreams and proven ability to streamline partner reporting processes. • High level of IT proficiency including advanced use of Microsoft Office applications, development of spreadsheets to manage complex budgets and programme management information and produce accurate financial reports. Knowledge of using database and accounting packages (LSHTM uses Microsoft 365, WorkTribe and TechnologyOne) • Interest in and knowledge of international health and development issues particularly in low or middle-income countries 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
General	<ul style="list-style-type: none"> • Excellent interpersonal skills, including the ability to influence, facilitate and negotiate, in order to build and develop effective working relationships at all levels • Self-motivated, with the ability to work independently and proactively, taking the initiative to solve difficulties and issues whilst delivering a large output of work and responding flexibly to changing situations • Understanding of EDI issues and embedding such practices into ways of working 	<p>E</p> <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: JANUARY 2026

Salary and Conditions of Appointment

The post is fixed term until 31st December 2027 and full-time 35 hours per week, 1 FTE. The post is available from 13th April 2026. The salary will be on the LSHTM salary scale, Grade 7 scale in the range £53,317- £61,034 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 operates a Hybrid Working Framework which, alongside agreed service requirements, enables teams to work more flexibly where the role allows - promoting wellbeing and a better work/life balance. Please note that roles based in London are required to work on-site a minimum of two days per week.

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 job classification, skill level, salary or qualification 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.