

JOB DESCRIPTION



Job Title: Department Support Administrator
Department: Department of Global Health and Development
Faculty/Central Service: Faculty of Public Health and Policy
Location: Tavistock Place
Reports to: Department Manager, Maaret Virtanen
Responsible for: N/A
Full Time/Part Time/Casual: FT
Hours: 1.0 FTE
Grade: 4
Overall Purpose of the job: The postholder will assist the Department Manager in ensuring the smooth and efficient running of departmental operations, contribute to the administration of selected research projects, and act as the primary point of contact for general operational queries. The key purpose of the role is to provide high-quality operational and administrative support across GHD, working closely with the Department Manager, Head of Department, Principal Investigators and the GHD PS team. The postholder will also have the opportunity to develop administrative and project management skills that will serve as a platform for future roles in research project coordination or higher education administration. They will be a member of the Department's PS team, reporting to the Department Manager, and will be accountable to the Head of Department and Principal Investigators.

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

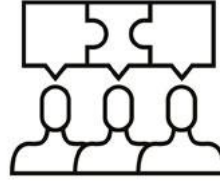
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**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

Main Duties and Responsibilities
• Act as the first point of contact for general operational and administrative queries within the Department, dealing with straightforward and more complex queries, and referring upwards to the Department Manager as needed • Maintain accurate departmental staffing records, databases, and electronic files; ensure departmental organograms and contact lists are accurate and regularly updated • Manage new staff appointments, the appointment of honorary staff, and the visitor process for the department, in line with policies and procedures • Monitor staff contract expiries within the department, liaising with line managers to ensure that redundancy consultations are carried out in line with HR policy, and that leaver paperwork is completed in a timely manner • Support in the induction of new staff members to the department, particularly in ensuring that they are familiar with safety requirements and fire procedures • Assist in the recruitment process for new staff members, including arranging job interviews, all panel members have relevant paperwork and welcoming candidates where needed • Support the coordination of the Performance and Development Review (PDR) process within the department, monitoring completion rates, prompting line managers, and dealing with queries as required • 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 • Assist with Payroll Variation Forms (PVFs) and Contract Variation Forms in support of the Project Manager or the Department Manager

Communications and Events

- Maintain existing department and project webpages, and assist with project dissemination such as monthly project bulletins and updating web page information
- Write internal newsletters or mail-outs, including Department, Project or Group newsletters, manage mailing lists, calendars, and shared file spaces
- Comply with the GDPR when handling data, with an excellent standard of confidentiality
- Support creation of social media and provide relevant content to LSHTM Communications Team, as appropriate
- Arrange meetings, taking minutes, symposiums and other events in support of department or project activities. This includes sourcing and booking meeting venues, arranging accommodation for attendees, booking catering, organising audio-visual/digital support, and processing participant expenses or per diems

Space and safety

- Support the Department Manager in maintaining a safe and compliant working environment, maintaining up-to-date knowledge of LSHTM safety policies as applied to Faculty spaces and facilities, proactively identifying and addressing potential issues
- Provide guidance to staff on safety procedures, support the annual departmental safety audit and completion of actions, ensuring sufficient numbers of trained fire wardens and first aiders, and carrying out basic ergonomic workstation assessments while liaising with the Safety team for more complex cases
- Liaising with the Faculty Office on EDI-related practical space modifications and accessibility needs

Project Support

- Support the administration of identified research projects, maintaining accurate financial records and supporting the Project Manager in forecasting future expenditure
- Assist with the maintenance of management tools and information management systems i.e. project guidelines, risk management plan, report and deliverable templates
- Arrange for the transfer of payments to collaborators and manage payments against an approved payment profile
- Provide guidance to Project Managers and project teams on matters relating to project administration, logistics etc
- Provide summary reports as requested by the PI(s) and Project Manager
- Understand stakeholder needs and proactively offer support where needed
- Provide support to other staff in the use of LSHTM systems, including the School's accounts managements system TechOne and the research management system Worktribe
- Assist Research Finance and Project Manager in the preparation of detailed financial reports for submission to funding organisations
- Service meetings through the drafting and preparation of agendas and papers and

the taking of minutes, ensuring that action points are followed up

- Organise teleconferences and other web-based events with collaborators
- Encourage knowledge-sharing between LSHTM and partners and signpost partner institutions, where appropriate, to grant management and administration resources, including providing guidance on LSHTM and funder financial management and reporting requirements
- Proactively manage travel arrangements for staff on the project, ensuring completion of overseas visa applications, solving travel problems and developing itineraries that are cost-efficient for the Department and for research projects.

Finance and procurement administration

- Manage financial processing in TechOne and Worktribe, including timely generation of requisitions, monitoring expenses, producing reports, and monitoring straightforward departmental and project budgets including identifying overspends on budget lines
- Assist identified Project Managers in the preparations of costings using Worktribe, and in the preparation of grant bids (e.g. those without subcontractors)
- Purchase supplies, travel or other services on behalf of the Department and/or research projects adhering to the School's Procurement Policy, including obtaining quotes and coordinating shipment
- Check and submit expenses claims ensuring that expenditure was incurred legitimately on School business, and is in line with LSHTM and research funders' regulations
- Collate and submit evidence of expenditure, such as copies of invoices, receipts and timesheets, to funding organisations and auditors when required
- Monitor spend from School credit cards, matching purchases to account codes and project codes, and saving receipts as required by funders and LSHTM Financial Regulations

Other Duties:

- Work as part of a team and show awareness and consideration of other administrative roles in the department, covering periods of absence of others in the team
- Attend Department and Faculty-level meetings, including the Department and Faculty admin forums, contributing actively and sharing best practice with peers
- Take responsibility for additional tasks and projects where there is capacity
- Understand and adhere to LSHTM policy and procedures and funder conditions at all times
- Demonstrate continuous professional development by acquiring relevant skills and competencies e.g. keeping up to date with changes in procedures/regulations, attending relevant training
- Contribute to the general activities of the Department and LSHTM that help to promote the values and objectives

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	- Higher education to degree level, or equivalent, or substantial relevant experience. - Evidence of continuous professional development including internal or external training and development programmes.	E D
Experience	- Experience of high-volume administrative work, preferably in an academic institution. - High level of numeracy and experience of financial processing. - Excellent organisational skills and the ability to set up and maintain accurate and up-to-date record keeping systems. - Proven experience of working in a team, demonstrable ability to operate in a flexible working environment and to take initiative. - Proven ability to understand and communicate / explain information (e.g. organisational policies, processes and funder terms and conditions) to others and to respond to a range of queries. - Experience of planning and providing proactive support for meetings and/or events booking rooms/travel/accommodation, including preparing papers, taking and writing up minutes. - Proven ability to be proactive, assess priorities, work under pressure to tight deadlines and manage workload without supervision. - Excellent written and oral communication skills including proven ability to present financial and other information in a clear and logical format.	E E E E E E E E

Knowledge	• A high degree of computer literacy and proficiency in the use of computer software; such as Word, Excel, PowerPoint and SharePoint. • Understanding of academic research and funding within higher education	E E
General	• Excellent interpersonal skills including the ability to establish and maintain effective working relationships in a multicultural environment. • A collaborative and flexible approach with evidence of ability to work independently and as part of a team. • Proven ability to use initiative and judgement to solve problems and to suggest ways of working more efficiently or effectively. • Commitment to equity, diversity and inclusion	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: 25th June 2026

Salary and Conditions of Appointment

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

The salary will be on the LSHTM salary scale, Grade 4 in the range £34,741 - £38,986 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. The post is based in London at LSHTM.

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.