



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Department Manager

Department/Division: Media and Communications

Accountable to: Head of Department

Job Summary

Working closely with and under the direction of the Head of Department:

- Supporting the strategic development of the Department's education, research, organisational governance, and income-generation activities, under the leadership of the Head of Department and his/her leadership team.
- Leading the Department's cross-functional Professional Services team.
- Overseeing the coordination and resourcing of the Department's governance structure, workload allocation, and education delivery including extensive planning and change management.
- Taking overall responsibility for the smooth running of the department and the deployment of its physical, financial, and human resources.
- Representing the Department at school-wide fora and influencing policy within the wider School community, with reference to sector best practice, regulatory obligations, and the broader Higher Education context.
- Coordinating and acting as the lead Professional Services contact for the Department's submissions to various quality assurance processes conducted by the School and external bodies, including the Research Excellence Framework (REF) and departmental performance reviews such as Annual Monitoring Meetings and the Academic Planning and Resources Committee.

Duties and Responsibilities

Communication

- Modelling best practice in clear and effective communication and developing the Professional Services team to practice effective, efficient, and constructive communication practices in all areas of their work.
- Influencing, persuading, and negotiating with multiple stakeholders at all levels of the Department and School.
- Synthesising complex information and advising and training others to work within the School's policy and regulatory frameworks.
- Producing accurate reports, proposals, and responses to the School on Departmental activities, with respect to teaching, research, faculty, governance, and resources.
- Writing informative, evidence-based committee papers.



- Managing the flow of information between committees, the Department, and the School and revising governance structures and procedures where necessary.

Teamwork and Motivation

- Providing effective leadership to the Department's Professional Services team, including by ensuring a culture of engaged and supportive line management, team empowerment, and a strong service delivery ethos.
- Managing designated Professional Services staff, including conducting Career Development Review (CDR) meetings, to review progress, set goals, and ensure continuing professional and personal development.
- Overseeing ad hoc or regular Professional Services staff team meetings, and ensuring that information from other School Departments and Divisions is communicated to professional services staff in a timely manner.
- Encouraging cross-functional team meetings, and an ethos of collaborative working with collective responsibility.
- Providing support and guidance to the Head of Department to assist in their management of the Department's faculty and to ensure an engaged and supportive Departmental culture.

Planning and Organising Resources

- In conjunction with the Head of Department, overall management and leadership of the Department's human, physical, and financial resources, including:
 - Keeping staff resources and expenditure under review and having oversight of projections to assist the Head of Department in determining future staff resource deployment.
 - Managing Department budgets, including invoices and expense claims, and oversight of long-term income/expenditure.
 - Providing oversight for the Department's annual allocation of faculty workloads (including teaching, research, and citizenship duties) in collaboration with the Head of Department and the Deputy Heads of Department.
 - Ensuring the efficient deployment of Professional Services staff to deliver the Department's Education, Research, Alumni, Careers, and faculty affairs activities and keeping professional services staff resource allocation under review.
- Liaising with the School about the Department's resource allocation profile, ensuring that this accurately reflects the Department's position and making proposals for improvement.
- Overseeing the implementation of new initiatives and their effective integration within the Department.
- Supporting the Head of Department to prepare for the Annual Monitoring of the Department (conducted by the School's Executive Office) and other internal and external performance and quality assurance reviews.
- Ensuring adequate preparation for major submissions such as the Research Excellence Framework (REF) and the Academic Planning and Resources Committee.
- Oversight of the Department's engagement with LSE Estates and the Department's space requirements, risk assessment, legal obligations, business continuity, and Health and Safety.

Decision Making, Initiative, and Problem-Solving

- In conjunction with the Head of the Department, acting as a lead innovator and problem solver with respect to the Department's challenges and opportunities, considering a broad number of complex factors to arrive at workable solutions.
- Engaging Professional Services staff and faculty in decision-making and ensuring good



stakeholder relations through collective problem-solving processes.

- Making a significant contribution to decision-making processes affecting Departmental and School policy through departmental and School committee membership.
- Contributing to School-wide reviews and representing the Department's interests at a School level.

Liaison and Networking

- Participating in Departmental and School committees, working parties, focus groups, and peer group networks/fora.
- Building productive networks with other LSE academic Departments and a broad range of internal and external contacts and researching the UK and Overseas higher education sectors to implement innovative and effective improvements to the Department's operations.
- Ensuring positive and constructive working relationships with partner institutions with whom the Department shares research and education activities.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.