



## 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:** BIU Support Officer and Executive Assistant

**Department/Division:** Business Improvement Unit  
**Accountable to:** Director, Business Improvement Unit

### Job Summary

The Business Improvement Unit (BIU) delivers strategic transformational change and operational improvements across the LSE. The approach streamlines processes and systems, ultimately improving the efficiency of Academic Departments and Professional Services Divisions as well as enhancing the student experience.

This post is as an integral part of the LSE's business change function and ensures the smooth day to day administration of the BIU. The post holder provides administrative and finance support to the BIU Team and executive assistance to the Director. The post holder manages the Triage Review process, which is a key first step in the governance of business change projects. The role requires excellent administrative, organisation, customer service and document management skills, with an emphasis on attention to detail. The role is varied and interacts with staff at all levels across the LSE.

### Duties and Responsibilities

#### Business Improvement Unit

- Act as the central point of contact for managing BIU communications, responding promptly to enquiries or redirecting as appropriate.
- Purchase office equipment and supplies and IT assets.
- Maintain an inventory of the BIU's IT hardware assets and software licences.
- Liaise with the BIU management team to track all vacancies.
- Act as the Vacancy Manager for the BIU, leading the end-to-end recruitment process.; including administering the e-Recruitment system, posting vacancies, making applications and CVs available to the interview panel, arranging for shortlisting and scheduling interviews.
- Liaise with external recruitment companies hiring roles for the BIU, including contract staff and track progress.
- Administer the starters, leavers and movers process and ensure that IT login and equipment and building access are setup ready for on-boarding of new members of staff and contractors.
- On board new staff and contractors joining the BIU, greeting in-person on the first day. Provide building orientation and facilitate collection of IT equipment and access cards.
- Arrange for Home Assessments for LSE staff and order any additional IT equipment as required.
- Manage the acquisition and release of licences for the time recording and forecasting service.
- Analyse time recorded by BIU staff on a monthly basis, highlighting anomalies to the Director.
- Support the BIU management team with resource planning, including analysing forecasts entered into the time recording and forecasting system.
- Maintain an up-to-date view of BIU resource allocation to projects.
- Maintain the repository of training materials for the BIU Training Programme, making the training materials available to course participants and collating course evaluation forms.
- Coordinate regular knowledge sharing sessions for the BIU.
- Coordinate scheduling of the BIU Training Programme with LSE's Training and Development Team and provide logistical support to the training sessions.



- Undertake general office management tasks coordinating with peers in other divisions sharing the open office space.
- Arrange internal meetings and workshops, including booking catering and rooms. Make bookings for BIU events at non-LSE premises, negotiating the facilities required and raising Requisitions as necessary.
- Maintain the BIU Teams and SharePoint sites.
- Manage the BIU team's shared inbox and distribution lists.
- Lead editor of the BIU intranet site, producing up-to-date, engaging and useful content for the site, keeping it regularly refreshed.
- Maintain the BIU Risk Assessment by keeping up-to-date with School-wide changes as directed by Health and Safety, reviewing on a regular basis and updating when necessary.
- Work independently to carry out general and ad hoc administrative tasks as and when required, identifying the best course of action to provide an efficient service for colleague

### **Triage Review Process**

- Manage the Triage Review process.
- Maintain the Triage Review Committee Microsoft Teams site.
- Be the point of contact for New Project Requests (NPR) and Project Briefs and track their progress through the Triage Review process, engaging with DTS Business Partners as necessary.
- Quality check documents submitted to the Triage Review Committee, for completeness and formatting, advising the authors on corrections required.
- Create the Triage Review agenda and upload documents for review to the Teams site.
- Provide a Secretariat function to the weekly Triage Review Committee meetings.
- Produce clear, concise, accurate minutes in a timely manner for Triage Review meetings, maintaining an Actions Log.
- Communicate the outcome of NPR and Project Brief reviews by the Triage Review Committee to project initiators.
- Coordinate updates to the online Salesforce NPR form with the relevant systems team, as required.
- Produce clear, consistent and timely communications towards the Projects Portfolio Management Office (PPMO) regarding the status of projects in the Triage Review process.
- Provide regular management information reports to the Portfolio Board detailing the pipeline of projects which have been through the Triage Review process and agreed to progress to the next stage.

### **Executive Assistant**

- Proactively support the Director, BIU in the smooth operation of the Unit.
- Provide pro-active professional and confidential administrative and organisational support to the Director, BIU.
- Manage the Director's diary for regular and one-off meetings.
- Undertake various assignments for the Director and deal with ad-hoc matters as they arise.

### **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.