



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 post-holder.

Job title: PAGE Business and Office Manager

Department/Division: LSE Philanthropy and Global Engagement (PAGE)

Accountable to: Deputy Director of PAGE Operations

Background:

In November 2021 the **London School of Economics and Political Science (LSE)** launched the public phase of Shaping the World, a major philanthropy and engagement campaign. It is helping to deliver a new strategic direction that will preserve and build on LSE's status as a world leading social science university, educating brilliant minds and creating knowledge that can transform global societies for global impact.

LSE's **Philanthropy and Global Engagement Division (PAGE)** serves, engages and cultivates a reciprocal relationship with alumni and friends, staff and students, volunteers, donors, global partners, organisations and the wider community to increase engagement, philanthropic income and strategic partnerships for agreed School priorities.

Within PAGE, the **Alumni, Supporter Engagement and Operations (ASO)** function is responsible for delivering a holistic and integrated programme and infrastructure which enables LSE's community of alumni, donors, volunteers, partners and other friends to have a meaningful and enduring relationship with the School in support of strategic LSE goals. The team of c. 40 is led by the PAGE Operational Director/Director of Alumni and Supporter Engagement, Deputy Director of Operations, and Deputy Director of Alumni and Supporter Engagement. ASO sits beside the other functions within PAGE of Development (philanthropy), Corporate Engagement, and Global Academic Engagement. Within ASO, the Operations team is responsible for providing an effective infrastructure for philanthropy and engagement programmes. It consists of two main functions: Systems and Data, and Proposition Development & Income Management.

Job Summary:

The Business and Office Manager is responsible for providing comprehensive business management for PAGE, covering business support and office management for the growing team of over 100 staff. The post holder will be responsible for facilitating the smooth running of the division, ensuring that internal operational needs are fulfilled, and that the office environment is welcoming and professional. The postholder will be required to quickly build effective working relationships with the central IT and Estates teams and ensuring that the division work within established LSE policies. **This is an office-based role with the possibility of working one day a week from home, depending on business needs and only if agreed upon with the line manager.**



Duties and Responsibilities

Planning and organising resources

- Develop and maintain PAGE office expenditure budget of c.£85k per annum.
- Manage all aspects of the PAGE Division's cross campus space (including Alumni centre), including project managing any office moves and ensure that the office working environment and kitchens are kept tidy and uncluttered.
- Organise and maintain relevant office equipment to enable staff to collaborate effectively, including staff working remotely and international colleagues.
- Manage and maintain appropriate office supplies, stationery and collateral levels, according to Divisional needs.
- Oversee the desk-booking system for PAGE.
- Manage IT equipment issues, ensuring problems are raised with central IT support and resolved in a timely manner. Manage the Division's printers/MFDs. Maintain a schedule of all Division IT equipment.
- Arrange IT set-up, mobile phones and LSE purchasing cards for new staff.
- Manage all aspects of the Division's mobile phone contracts, including purchasing new phones, replacing old ones and monitoring the usage. Encourage costs savings by proposing alternative solutions (e.g. MS Teams) where appropriate.
- Manage and maintain the PAGE organogram (organisational hierarchy) and master staff list.
- Manage the Division's finance structure on OneFinance, including adding and removing staff from PAGE approval pools.
- Ensure completion of PAGE Gift & Hospitality register.

Liaison and networking

- Build and manage strong working relationships with colleagues in the Estates Division, to ensure effective and timely collaboration on joint projects and to ensure that PAGE is aware of and participates in LSE's wide initiatives and projects as well as is aware of any new/changing working practices.
- Build and manage strong working relationships with colleagues in central DTS (IT), to ensure effective and timely collaboration on all aspects related to the office equipment as well as ensuring that PAGE Division is aware of any new/changing policies and changing working practices related to how the equipment is being used.
- Be a PAGE champion for LSE wide working groups (for example sustainability) impacting the Division's working environment. Use own initiative, working knowledge and experience to contribute towards most workable solutions.
- Act as the main operational liaison with the central Finance division for the finance system (OneFinance). Ensure PAGE has up to date information on OneFinance processes, disseminating new information as necessary.
- Manage CASE membership annual renewals and maintain the CASE Roster.

Systems operational support

- Promote LSE training opportunities related to mandatory and operational training (e.g. Cybersecurity, Health and Safety, effective Hybrid meetings), co-ordinate bookings, and ensure that all training is recorded centrally.
- Be a super-user of the MyView HR online system and provide basic training, support and advice on effective use to colleagues by ensuring that relevant guidelines and procedures are easily accessible.
- Offer support and advice on the operational aspects of new starters, leavers and maternity cover process.
- Be a super-user of OneFinance (LSE's financial record system) and provide basic training and support to colleagues by ensuring that relevant guidelines are easily accessible; advising and assisting colleagues when required in effective application of relevant procedures.
- Provide support as needed to ensure PAGE induction process runs smoothly and is fit for purpose.



Compliance and Risk Management

- Be the Office Health and Safety Coordinator, including developing and implementing Risk Assessment and acting as a Fire Marshall, including regular office checks.
- Act as division Business Continuity Champion. Maintain PAGE business continuity plan and up-to-date register of contacts relevant to the School's business continuity policy.

Communication

- Facilities core all - PAGE meetings (e.g., stand up) and support organisation of quarterly Divisional all-staff meetings, the annual away day and any other ad-hoc all-staff gatherings, including, but not limited to, catering, technical set up and rooms bookings.
- Effectively communicate with all PAGE staff, including senior colleagues, to ensure that they understand and follow relevant policies and procedures enabling effective collaboration and safe work practices.
- Advise all PAGE teams on the proper maintenance of electronic confidential files, ensuring they have a secure, ordered system in which to keep confidential files.
- Maintain email circulation lists, online staff lists and the PAGE web-pages staff pages content.
- Co-ordinate other office comms as required.

Initiative and problem solving

- Continue to develop and deliver solutions supporting Divisional ways of working, in line with the LSE's policies, ensuring staff are equipped to work effectively both in the office and remotely as part of the LSE blended working arrangements.
- Manage the Division's involvement with, and succession, environmental sustainability initiatives (including being the Division's lead in Green impact).