THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■

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: R&I Administrative Assistant

Department/Division: LSE Research and Innovation
Accountable to: R&I Operations Manager

Job Summary

LSE is a leading social science institution with some of the greatest global impact. Our researchers are world-leading thinkers on critical issues.

LSE Research and Innovation's mission is to provide a focused, fit for purpose, integrated and value-added research and innovation service. We enable delivery of LSE's Research for the World strategic ambitions in producing world-class research that has real-world impact, supporting LSE to lead the championing of social sciences on a global scale.

The post holder will be a key member of the division's Systems and Operations Team, providing administrative and organisational support across the whole range of the division's activities, as well as providing diary management and support to the division's Director. The post holder will help ensure that the division is delivering a high-quality and professional service to LSE's community as well as external partners and clients. They will understand and be committed to delivering quality customer care and service, with the willingness and ability to follow administrative procedures to a high standard.

Duties and Responsibilities

Cross-divisional administrative support:

- Acting as first point of contact into the division – both orally (in person or via MS Teams) and in writing (via Outlook email). Providing a positive first impression and good customer experience by responding in a professional and timely manner, re-directing to other divisional or professional services teams as appropriate.
- Encouraging community and collaboration within the division through the coordination of internal communications and collaborative events.
- Managing divisional shared mailboxes. Having an excellent understanding of each team's areas of work, using initiative to determine customer needs and judge which team is best placed to respond to the enquiry.
- Maintaining divisional mailing lists.
- Using the content management system to update and enhance core divisional web pages.
- Responsibility for certain aspects of the starters and leavers process and the staff induction process, guiding divisional line managers as needed.

- Overseeing the upkeep of the office working environment and communal kitchen and managing deliveries from suppliers.
- Monitoring and maintaining office supplies, first aid and general office consumables according to ordering procedures.
- Ensuring that the division's devices are in working order through troubleshooting and liaising with internal departments to resolve any issues as necessary.
- Co-ordinating incoming correspondence and post and re-distributing as appropriate, including maintaining suitable electronic filing structures.
- Becoming an expert user of LSE's online recruitment system, supporting and guiding recruiting managers through the recruitment process.
- Booking travel and accommodation for staff and members of the Senior Management Team as required.
- Coordinating and supporting short-term ad-hoc projects and providing technical assistance as required, e.g., office moves, file migration.
- Coordinating administrative tasks (room bookings, catering, etc.) to support the delivery of all-staff meetings, away days, and various ad-hoc divisional events as required.
- Assisting in the upkeep of procedures and "how to" guides for key divisional administrative tasks.
- Supporting the R&I Operations Manager with optimising divisional processes and ways of working to drive continuous improvement.

Support to the Director of Research and Innovation:
- Diary management is a core part of the role. The post holder will be expected to use their professional judgement to coordinate and prioritise complex and competing meetings involving senior members of staff and visitors with diplomacy.
- Coordinating the signature of contracts, collaboration agreements, NDAs, data access agreements and other legal documents by the Director and Deputy Director of the division, preparing and formatting documents as needed.
- Managing the reconciliation of the Director's purchasing card transactions.
- Organising travel arrangements as and when required.
- Other logistical and operational support as and when required

Any other duties as required by the Head of Systems and Operations or the R&I Operations Manager.

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.