



## 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: Institute Administrator**

**Department/Division: Marshall Institute**  
**Accountable to: Institute Manager**

### Job Summary

The purpose of the role of Institute Administrator is to provide high-level administration and project coordination to the Institute Executive Team and support the Marshall Institute's operations. This includes responsibility for office and facilities management, diary management, the implementation of a range of events and supporting the Institute's communications and governance processes.

### Duties and Responsibilities

#### Administration

- Support the Executive Team with diary management, including scheduling meetings and drafting correspondence.
- Planning and organising regular and ad-hoc meetings, including organising refreshments and servicing meetings as required including collating agendas, taking minutes, and ensuring follow-up on actions agreed. Supporting the Marshall Institute's governance processes, including preparing and circulating agendas and papers for meetings of the Executive Team, taking minutes and ensuring follow-up on actions agreed.
- Planning and managing international travel itineraries across time zones, including booking travel and accommodation, and arranging reimbursements.
- To be responsible for the overall administration of the Institute and its offices, including ensuring the provision, maintenance and smooth operation of the Marshall Institute's facilities and equipment; reviewing and developing the administrative systems at the Institute, ensuring fitness for purpose and compliance with LSE policies and procedures.
- Budget management across a variety of operational and event budgets, such as the Institute's travel, hospitality, and public events and conference budget. This includes processing invoices and expenses; monitoring spend; using own initiative to source quotes from suppliers and independently identifying the solution that represents value for money, advising the Executive Team where appropriate; assuming responsibility to ensure spend remains within budget; seeking timely authorisation where appropriate; maintaining accurate records of approved expenditure; independently resolving any queries and issues from suppliers, consulting with and keeping informed the LSE Finance Division where appropriate.



- Acting as the central point of contact for all enquiries relating to the Institute.
- To support the Institute Director and other members of the Executive Team, including senior academic and professional services staff, with various administrative tasks, showing initiative and working independently. In doing so, the post holder will be able to grasp the significance of processes and the overall content of academic debates quickly, to prioritise tasks, and to pay the highest attention to detail.
- Establishing and managing relationships and contracts with internal and external suppliers, and sourcing appropriate suppliers to achieve value for money for the Marshall Institute.
- Supporting the Institute Manager with managing the Marshall Institute's current and future space requirements.
- Ensuring the Marshall Institute complies with health and safety policies for all aspects of facilities management and with respect to the safety and wellbeing of staff, students and other visitors to the Marshall Institute.
- To handle and resolve less routine issues and problems that may arise in connection with the Institute's activities.

#### **Communication**

- Communicating in both written and oral formats a variety of routine and complex information to senior internal and external contacts, showing good presentational skills and a keen eye for detail. Much of this information will be non-routine, conceptual, and sensitive, and the post-holder will be expected to give consideration to the format and language used, the logical ordering of key points, and the best mechanism for explaining complex points to non-specialists. The post-holder will further be expected to assess what information needs to be passed on, to whom, and according to what timescales, including determining what needs to be seen by whom and when.
- To establish and maintain effective working relationships with a wide range of external and internal stakeholders.
- Maintain a contact database
- To assist the team with maintaining website and online content, contributing to social media content where appropriate
- Responding flexibly and pro-actively to requests for information or assistance from internal and external stakeholders, referring them to relevant colleagues or answering on the post-holder's own initiative where appropriate, and seeking to project a positive impression of the Marshall Institute and LSE at all times.

#### **Events**

- Assisting with organising and implementing the Marshall Institute's regular and ad-hoc small and large scale events (including high-profile events involving established protocol) such as public lectures, academic conferences, seminars and workshops, acting as the Marshall Institute's main point of contact with internal and external individuals/departments/institutions and with a wide variety of event audiences. This includes taking overall responsibility for the smooth running of these events, independently resolving any issues arising in the planning and implementation of the events, troubleshooting where necessary; supporting marketing and promotion; managing event budgets; recruiting, training and supervising occasional staff; identifying and booking venues and catering; identifying and liaising with often high-level external and internal speakers,

#### **Teamwork**



- Supervising and training occasional administrative staff and volunteers.
- Acting as an active member of different project and departmental teams at the Marshall Institute, LSE and across stakeholders, understanding the common goal of each team and bearing joint responsibility for ensuring each team's objectives are achieved; understanding co-workers' roles and pressures and offer support, advice and assistance when possible.
- Supporting the Institute Director and Institute Manager with the recruitment and induction of new staff and associates.

#### **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.