



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 (Operations and Personnel)

Department/Division: Law

Accountable to: Department Manager (Strategy and Resources)

Job Summary

The post of Department Manager (Operations and Personnel) is central to the successful operation of the Department. The post holder will have a key leadership role with oversight and responsibility for many of the Department's major functions including teaching planning, finances, research administration and human resources. They will also contribute to the development of new initiatives, take on project work and help lead the Professional Services team.

Duties and Responsibilities

Planning and Organising Resources

- Managing the planning and monitoring the Department's teaching programme allocation in liaison with the Head of Department, Deputy Head of Department, and Department Manager (Strategy and Resources), including:
 - anticipating and monitoring teaching needs in light of staff leave and fluctuations in student numbers/course changes;
 - overseeing the Department's teaching data quality through oversight of a number of information gathering and reporting cycles;
 - ensuring that new courses or amendments to existing provision are properly considered and approved;
 - ensuring Departmental teaching data is collated and recorded effectively and to continually look to improve this process.
- Managing the Guest, Part Time Teacher and Graduate Teaching Assistant appointments, issuing contracts, overseeing the induction process, and ensuring the smooth running of class/seminar teaching throughout the year.
- Managing and monitoring the Department's cash operating budgets of approximately £1.5 million, including: advising on proposed expenditure, and working with the Department's Finance Officer to set up and maintain procedures and regular reporting that ensure the efficient administration of Departmental expenditure in line with the School's financial management regulations.
- In liaison with the Department Manager (Strategy and Resources), managing the Department's staff pay budgets and income arising from academic buyout, keeping Department resources and



expenditure under close review.

- Overseeing and managing the Department's research administration, including:
 - research finances;
 - Knowledge Exchange and Impact (KEI) activity;
 - the Departmental Research Committee;
 - liaison with colleagues in the central Research Division and awareness of institution-wide initiatives and policy.
- Oversight of the promotion and review, annual performance review and career development review processes in the Department, working closely with the Head of Department to ensure the effective operation of each.
- Oversight of the recruitment processes for Departmental academic staff, guest teachers and Professional Services Staff as well as visiting and centennial appointments.
- Managing and planning for the Department's business continuity and emergency planning needs.
- Oversight of the implementation of the appropriate health and safety, fire and first aid policies and procedures.

Teamwork and motivation

- Managing approximately a third of the professional services team (5-7 staff), including:
 - Conducting regular one to one meetings and annual career development reviews, in order to review progress, set goals and ensure continuing professional and personal development;
 - Motivating staff to deliver excellent services, participate in decision-making and be innovative in their particular areas of responsibility;
 - Organising regular PSS team meetings, away days and wellbeing and development opportunities, in liaison with the Department Manager (Strategy and Resources);
 - Dealing promptly with any issues of concern, either in relation to individuals or within the team.
- Fostering a collegial atmosphere between departmental colleagues.
- Participating in School wide initiatives and projects where appropriate to represent academic departments in key School developments.

Project Management

- Taking lead responsibility for the delivery of varied projects across the scope of Departmental administration and activity, as agreed with the Department Manager (Strategy and Resources). In the past this has included: planning and delivery of documentation for the Research Excellence Framework; reviews of activities such as knowledge exchange and impact, external communications, equity of pay rates for external teachers; major event organisation and management; process review and implementation of School policy.
- In liaison with the Department Manager (Strategy and Resources), to keep all areas of Departmental operation under review with an eye to improvement and suggesting areas of work for new projects and development, as well as considering sustainability of changes.

Decision Making; Initiative and Problem Solving

- Contributing to decision-making processes affecting departmental and, in some instances, School policy through Institution-wide committee membership and participation in working groups.



- Using initiative to identify and address operational problems at a departmental level, and at a School level where those issues impact on the Department.
- In conjunction with the Department Manager (Strategy and Resources), ensuring issues are appropriately included in Department committee agendas and preparing papers where needed.
- Contributing to strategic thinking to ensure departmental plans and policies complement the School's core strategic themes.

Service Delivery

- Ensuring the provision of an excellent administrative support service to staff and students in the Department, specifically in relation to:
 - committee servicing;
 - internal and external quality assurance;
 - planning and management of departmental resources;
 - student administration;
 - legal compliance issues (data management and health and safety);
 - business continuity.
- Reviewing and developing administrative staff working practices and administrative procedures to ensure academic staff and students receive a high-quality administrative service.

Communication

- Facilitating communication within the Department between individuals and groups (including staff and students).
- In conjunction with the Department Manager (Strategy and Resources), managing the flow of information between committees, the Department and the School.
- Dealing effectively with a very large volume of email and other correspondence.
- Contributing to the development and delivery of the Department's communications strategy.

Liaison and Networking

- Participating in School and departmental committees, working parties, focus groups and peer group networks/forums.
- Acquiring knowledge relating to School policy and applying this knowledge in consultation with others in the Department as appropriate.
- Acting as the key interface between the Department and a wide range of academic and administrative staff across the School.

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.