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: IGC Senior Programme Coordinator

Department/Division: International Growth Centre
Accountable to: Chief Administrative Officer

Job Summary

The International Growth Centre aims to promote sustainable growth in developing countries by providing demand-led policy advice based on frontier research. The IGC directs a global network of world-leading researchers and in-country teams in Africa and South Asia. The IGC works closely with partner governments to generate high quality research and policy advice on key growth challenges, focusing on four themes: state effectiveness, firms, cities and energy. IGC's current partner countries include Bangladesh, Ethiopia, Ghana, India, Kenya, Mozambique, Myanmar, Pakistan, Rwanda, Sierra Leone, Tanzania, Uganda and Zambia. We also have flexible engagements in more fragile states, including Liberia, South Sudan and Afghanistan. Based at the London School of Economics and Political Science (LSE) and in partnership with the University of Oxford, the IGC is funded primarily by the UK Department for International Development (DFID), with support from the Rockefeller Foundation and Bill & Melinda Gates Foundation.

The IGC Senior Programme Coordinator leads a team of Coordinators and Administrators in the delivery of all operational aspects of IGC programme delivery, across a range of activities focused on the management of research projects from initiation to completion and dissemination. Responsible for managing the distribution of project portfolios across the coordinator team, the post holder will lead on grant management for the IGC, ensuring efficiency, consistency and value for money across activities from project set-up (including budget review and milestone scheduling), to output and project delivery, mid-course project amendment, events and reconciliation at project completion. They will be responsible for documenting, maintaining and communicating the IGC policies and procedures, and for acting as gate-keeper for data accuracy and record keeping for the above activities. The post-holder will work closely with IGC economists and others in the London hub and country offices, in delivering all of the above.

Duties and Responsibilities

Line management
- To build an effective and cohesive team including: recruitment, induction, training, regular 1:1s, team meetings, performance review and professional development, for the following positions:
  - Programme Coordinators: undertake project management and delivery, with additional operational responsibilities as allocated by the Senior Programme Coordinator
  - Hub Administrator: responsibilities include meeting facilitation, diary support to Senior Management Team, travel arrangements for Hub and country teams, incl. flight, accommodation and visas

Oversight responsibilities
- Lead on allocating IGC countries and other initiatives for each coordinator/administrator, to enable effective, timely, completion of work, including taking on direct management in one or more of these areas, where appropriate
- Deliver quality assurance in ensuring all IGC policies and procedures are understood and adhered to across the work of the coordinator/administrator team, using new IGC grants management systems as these become available
- Act as an escalation point for queries arising from coordinator and administrator activities
- Enable strong and effective working relationships for coordinators/administrators with hub and country colleagues including
  - convening monthly hub operations meetings, and ensuring actions are captured and followed up
  - identifying and implementing operational improvements for the work of the coordinator/administrative teams, liaising with systems, finance and other colleagues where needed to achieve this.

Manage the coordinator team in…
- Preparing projects approved through commissioning boards and other formal processes for contracting, ensuring project proposals, budgets and deliverables demonstrate value for money, and comply with IGC rules, liaising throughout with funding recipients as necessary to finalise all the information required for contracts to be issued
- Monitoring the progress of projects against agreed work plans, and work with country teams to ensure timely project delivery, including contacting individual researchers and institutions regarding upcoming or overdue outputs as required
- Organising monthly meetings with country teams and those working on other initiatives, capturing and following up on actions arising from these
- Managing operational queries (external and internal) relating to projects (including adjustments to approved budgets, project outputs and timelines), facilitating contract amendments/grant transfers/cancellations where required
- Ensuring relevant databases and reporting tools are used, updated and accurately maintained.
- Ensuring submitted outputs and fees are approved by the appropriate individual in order that payment can be made, ensuring accurate records are maintained
- At project completion, reviewing final financial statements against actual spend, to enable final payments and closure of related Purchase Orders (POs)

Maintain policies and procedures
- Document and communicate IGC policies, procedures and guidelines regarding grants/project management, to all relevant IGC staff in the hub and country teams
- Ensure that the IGC's requirements and processes for managing initiatives, projects, events and activities are applied consistently
- Act as a Value for Money (VfM) champion for all project/grants management processes (i.e. budget review), ensuring that IGC's VfM strategy is applied to all travel arranged directly through the IGC
- Contribute to the development of communications to external stakeholders (researchers/grantees) regarding application requirements, IGC policies and procedures, funding decisions etc
- Act as point of escalation for queries relating to grants management processes, policies and best practices
- Liaise with hub colleagues and central services divisions (legal/HR) to maintain an understanding of LSE protocols and procedures where these bear on IGC activities, and to support the development of appropriate IGC policies and operational practices to reflect these

System support and implementation

- Adopt, support and champion the introduction of new systems, processes and guidelines.
- Facilitate induction and training for new and existing members of staff on IGC grants management systems, processes and requirements
- Support training in new systems for grant applicants and recipients
- Ensure quality and consistency across systems, data and processes (including ensuring robust record keeping and document management) across initiatives, projects, events and activities
- Ensure feedback regarding systems, data and process and business needs is escalated to the IGC Research Knowledge and Reporting Manager (Salesforce Admin) and Systems Project Manager
- Identify areas for improvement and efficiency for the IGC with regards to the systems processes for initiatives, projects, events and activities, escalating these for action to colleagues including Research Knowledge and Reporting Manager (Salesforce Admin) and Systems Project Manager

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the demands 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.