



## 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: Centre Administrator**

**Department/Division: LSE Cities**

**Accountable to: Outreach Manager**

### Job Summary

Working closely with the Centre Directors and the Outreach Manager, the Centre Administrator will be responsible for the provision of efficient, professional and proactive administrative support to Centre staff, students and visitors. The post-holder will act as the main point of contact for all internal and external queries to the Centre and manage a range of operations and services, including servicing committees, ensuring compliance with School requirements, organising and running events, updating the Centre's website and ensuring the overall smooth running of the Centre.

### Duties and Responsibilities

#### Centre Administration/Operations

- Acting as a first point of contact for all staff, student and visitor queries (in person, telephone or email) and responding in a professional manner, or referring to other colleagues where appropriate.
- Providing clear and accurate information about the Centre to staff, students and visitors and reacting appropriately to requests for advice and information.
- Management of the general administration for the Centre, including (but not limited to): managing office supplies; ordering equipment; organisation of meetings (including managing the booking of LSE Cities meeting room); booking of travel, visa and accommodation arrangements when required; sorting and distributing post; booking couriers/deliveries.
- Managing the physical environment of the Centre, including organising and maintaining public office spaces, and ensuring that these are maintained to a high standard, and to report any issues promptly and appropriately
- Coordinating office moves within the Centre.
- Taking responsibility for all work requests and being the point of contact with the service departments at LSE, such as Estates, IT, and Security.



- Managing Academic Visitor requests and applications, preparing documentation for the Centre's Executive Group, and submitting the relevant forms to Human Resources to ensure applications are processed.
- Inducting New Starters and Visitors to the Centre, including arrangement of ID badge, library and IT access, orientation, providing guidance and training on the appropriate use of the estate and facilities, explaining the Centre's programme of activities and events and acting as a point of reference for queries. For Academic Visitors: facilitating opportunities for them to meet with other colleagues and managing any extensions or their exit (retrieval of ID badge, termination of accesses etc.)
- Assisting with the organisation of recruitment, including the organisation of interviews, liaising with candidates and panel members and assisting with interview panel documentation.
- Coordinating the Centre team meetings, including preparing agenda and arranging other ad-hoc meetings regarding particular projects i.e.: Staff Survey working groups.
- Organising and managing digital storage spaces and databases, such as shared drives, SharePoint and contact databases.
- Project managing a range of long term and short term business improvement initiatives aimed at improving Centre systems and processes, actively seeking and acting upon feedback on administrative systems.
- Proactively approaching the role and using own initiative to evaluate and improve working practices and procedures where appropriate.
- Maintaining an awareness of key projects, tasks and events across all teams to assist with planning and administration.
- Liaising with departments across the School in relation to implementing and developing a range of activities, e.g. Research Division, Conferences, Reprographics, Finance, Estates and HR.
- Supporting the delivery of the Centre's short courses and tailored programmes, as and when required.
- Responsibility for organising team away-days and related activities
- Supporting the Centre Directors to ensure the efficient organisation and management of LSE Cities' activities.

#### **Centre Governance/Compliance**

- Servicing committees, including the Executive Group meeting and the Management Group; scheduling meetings, preparing relevant agendas and drafting associated documentation, circulating information on a timely basis, taking minutes and taking the responsibility for ensuring action points are carried out.
- Understanding and abiding by the School's regulations and legislation regarding data protection, freedom of information and health and safety requirements, and ensuring the Centre is compliant.
- Organising and conducting equipment, risk and health and safety assessments for the Centre



space and staff, in accordance with guidance from the relevant School divisions

- Acting as the Centre point of contact in relation to business continuity and ensuring compliance with School requirements.
- In consultation with the Centre Directors, preparing reports, papers and other management data as required.

### **Centre Events and Communications**

- Managing the Centre's main website and other project sites, liaising with colleagues to ensure information is kept current, and identifying ways to communicate the work of the Centre effectively.
- Circulating relevant information/announcements to Centre staff;
- Organising public lectures, research seminars, workshops, and conferences, in liaison with relevant Centre staff and the School's central administration, including, but not limited to, booking rooms; arranging catering; organising audio-visual facilities; booking hotel accommodation and travel arrangements for guest speakers and other participants; ensuring risk assessments are completed where required; tracking guest invitations; liaising with speakers as necessary; raising purchase orders for goods and services.
- Solving day to day problems as they arise, e.g. finding alternative venues and resolving AV/IT issues, reporting maintenance faults
- Attending events and being the main point of contact at events to ensure the smooth running and delivery. As the Centre's public events typically take place on weekday evenings from 6:30-8pm, please note that this position will require some evening work.
- Drafting invitations to speakers and other participants and liaising with speakers' offices over travel, accommodation and other event requirements
- Preparing written briefings and schedules for external and internal speakers and other participants
- Organising post-event dinners and receptions as appropriate
- Preparing publicity materials for events and ensuring promotion of events both internally and externally, including maintaining distribution lists, updating the website, and providing content for social media.
- Regularly updating events contact lists and identifying new opportunities and contacts for event promotion including research into subject related organisations and institutions.

### **General**

The post holder will be expected to:

- Maintain an outstanding level of attention to detail in all aspects of the role
- Plan, prioritise and organise own work in accordance with agreed deadlines and objectives



- Resolve problems when an immediate solution is not apparent and make independent decisions to solve problems using initiative and judgement
- Proactively engage in continuous review and improvement, ensuring that processes remain as effective as possible and that the highest levels of service delivery are maintained at all time
- Work effectively as part of a team and with other Centre and School colleagues
- Take a proactive approach towards personal and professional training and development
- Participate constructively in team meetings, one-to-one meetings and wider Centre meetings
- Offer ad hoc support to the PSS team during busy periods and provide cover during periods of absence.
- Participate in internal networks and demonstrate excellent communication skills
- Participate in external networks – enabling good relations and ensuring a positive impression of the Centre and the School
- Employ excellent written and oral skills in explaining complex procedures and regulations.
- Undertake other duties, which are consistent with the nature and grade of the post, in response to Centre needs.

#### **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.