



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: Administrative Assistant

Department/Division: Eden Centre for Education Enhancement

Accountable to: Centre Manager

Job Summary

The LSE Eden Centre brings together educational, digital and developmental expertise at the School to support the development of academic staff, enable curriculum enrichment and digital innovation. It works with academic and professional services colleagues across the School and in partnership with students to ensure research-rich inclusive education in line with the priorities of the LSE 2030 Strategy and 'Educate for Global Impact'.

This role is central to the smooth running and success of the Centre, providing high-quality administrative support across the range of the Eden Centre's activities. Working to the Senior Administrator you will also manage the diary of the Director of the Eden Centre. The post holder will have responsibility for a range of key administrative duties, work collegially with the administrative team to support Eden Centre colleagues and activities and will be the first point of contact for enquiries.

Duties and Responsibilities

Centre administration and events organisation

- Support the Director, Eden Centre and the Senior Administrator in the day-to-day management of Eden Centre work and manage the Director's diary;
- Provide administrative support for the Eden Centre's Senior Management Team;
- Provide administration and support across all strands of the Eden Centre's work, ensuring co-ordination of effort and effective work practices;
- Support the Education Awards process;
- Support the administration of the Eden Catalyst and Education for Global Impact Funds;
- Provide administrative support for committees and working groups;
- Arrange meetings and events for the Centre, sometimes attending in a note-taking or minute-taking capacity;
- Provide administrative and on-the-day support for events such as symposia, fora and development sessions etc.;
- Prepare and format a range of documents such as reports, papers, agendas, minutes;
- Use the content management system to maintain Eden Centre web pages;
- Contribute to and support current and emerging Eden Centre projects to meet departmental



objectives, including tracking and following up on actions;

- Undertake general office tasks including, monitoring and ordering stationery, booking meeting rooms and ordering catering;
- Respond to requests regarding maintenance issues, liaise with Estates and IT Services;
- Undertake research via the internet or other media.

Communications

- Act as the first point of contact for enquiries with the main responsibility for the Eden Centre inbox, using initiative to respond appropriately, providing accurate and timely information and advice or redirecting as appropriate;
- Identify and liaise with key internal and external contacts to coordinate your work;
- Develop and maintain a network of contacts and liaise effectively with staff at all levels across the School and external organisations to facilitate the exchange of information;
- Deal with delicate situations with tact and diplomacy and exercise discretion when dealing with sensitive and confidential matters.

Financial management

- Support the Senior Administrator with finance administration for the Centre, such as setting up suppliers, raising requisitions, processing invoices and running reports on OneFinance;
- Create and update spreadsheets, presenting standard reports as required;
- Undertake straightforward analysis, manipulation and interpretation of data.

Teamwork and motivation

- Work proactively to develop a strong team-working ethos in a flexible, effective PSS team to deliver the full range of current and evolving Eden Centre activities;
- Foster a friendly, highly effective and collaborative working atmosphere.

Service delivery

- Use your skills and knowledge to deliver high quality support and administration for the Eden Centre, working to existing standards and procedures;
- Identify problems and seek ways to improve processes and current levels of service.

Planning and organisation

- Plan and prioritise your work to meet deadlines and agreed standards, adjusting priorities and identifying the need for further action to ensure that it is delivered efficiently to deadlines.

Other duties

- Contribute to and support current and emerging Eden Centre projects to meet departmental objectives;
- Contribute to the evaluation and review of Eden Centre activities, including data analysis and reporting on quantitative feedback or surveys where appropriate;
- Proactively develop your knowledge, skills and experience as they evolve for your role;
- Monitor health and safety practices and issues in the department, dealing with any potential risks or hazards as you encounter them or, if they are outside your sphere of influence, reporting them in accordance with Health and Safety procedures;
- Be prepared to take on varied additional duties to support the effective running and changing/emerging priorities of the Centre;
- Demonstrate a commitment to inclusive education and respect for diverse identities and experience in all aspects of their work.

**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.