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: PA to Head of Department and Department Manager

Department/Division: Department of Management
Accountable to: Head of Faculty Affairs and Research Operations

Job Summary:
Personal Assistant to Head of Department and Department Manager

Duties/Responsibilities

Communication
- To employ excellent written and oral skills in explaining procedures and regulations as well as when directing responses to all enquiries on behalf of the Head of Department as appropriate
- To schedule, minute, oversee the preparation of, and follow up to, Executive Committee meetings, Faculty Group Lead Meetings and other committees as directed by the Departmental Manager
- To have excellent IT skills covering all MS Office packages and experience using the internet to gather information or conduct research
- To receive, answer and field queries from various enquirers e.g. students, Faculty, and other callers by phone, email and in person when appropriate.

Teamwork and Motivation
- To cover for members of the Management Department Professional Services Staff when necessary (i.e. when on annual or sick leave)
- To work as part of a team with the other members of the Department of Management to ensure efficient and effective support is provided to the Head of Department, Department Manager and the Department in general
- To work effectively with other Departmental colleagues and colleagues within the School

Liaison & Networking
- To participate in networks internally (within divisions closely linked to the Head of Department and Departmental Manager's remit) to keep channels of communication open and provide a helpful point of contact.
- To participate in networks externally – enabling good relations are maintained to ensure that individuals are consistently given a positive impression of the School
- Responsibility for liaising with the appropriate Divisions within the School to maintain and enhance the Department's physical environment

Planning and Organising Resources
- To independently prioritise and manage the post holder's own work
- To manage the Head of Department and the Departmental Manager's diary, respond to queries, prioritise requests for his/her time, ensure all necessary scheduled meetings are in his/her diaries

- and filter incoming requests.
- To provide administrative assistance to the Head of Department and Departmental Manager.
- To ensure that the Head of Department and Department Manager have all the necessary documentation / correspondence needed in advance of their meetings
- To set up and maintains suitable record keeping systems
- To order furniture, IT equipment etc. for the Head of Department when necessary
- To arrange catering for meetings / events relating to the Head of Department and Department Manager as and when needed
- To arrange international travel and accommodation as and when needed
- To manage the Head of Department's expense claims: keeping track of expenditure, keeping suitable records and liaising with Finance and Operations Manager where necessary
- To conduct research (usually internet research, or researching current School systems) when requested by the Head of Department or Department Manager, and the ability and experience to interpret, collate and report this information coherently and accurately in the appropriate format and to undertake various ad hoc projects for the Head of Department and Department Manager as and when required
- When involved in a project / event, to ensure that deadlines are adhered to and other project members are kept informed of progress

Note
The LSE has a progressive pay structure that rewards you with annual pay increases up to a certain level as you develop in your role. We also provide for further reward past this point in the form of further pay increases based on exceptional performance.

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.