



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: Office Assistant

Department/Division: Statistics

Accountable to: Research and Finance Manager

Job Summary

Providing a high and comprehensive level of administrative support to the staff and students of the Department of Statistics, this role oversees the day-to-day operations of the Department's administration. The post holder will report to the Department's Research and Finance Manager while also working closely with other members of the professional services team. Main duties include processing and recording expense claims, supporting our programmes and departmental careers and alumni activities, assisting with departmental seminar series, and supporting a range of events and seminars online and on campus.

Duties and Responsibilities

Service Delivery

- To support the Research and Finance Manager in a range of finance related tasks, including but not limited to: processing expense claims; administering staff research funds, research grants and other departmental budgets; assisting with the annual check of accounts and flagging up unexpected expenditure.
- To assist the Programme Managers and the Programme Administrator with ad-hoc programme-related tasks, including, but not restricted to, scanning and uploading documents for the benefit of external examiners.
- To be the key point of contact for LSE LIFE, which usually hosts ST102 and ST107 face-to-face advice hours, and to ensure that the advice hours are managed effectively throughout the year. To be proactive in requesting staff and student feedback data and forwarding it to the relevant colleagues as well as acting on feedback where appropriate.
- Helping with online Moodle student submissions for formative and summative work.
- To provide administrative assistance for the departmental term time seminar series which may include: reimbursing travel receipts; ordering catering; and seminar room set up.
- To take responsibility for the administrative arrangements for academic visitors to the Department by booking accommodation, arranging LSE access and assigning office space where appropriate. Helping with the appointment process for Visiting Fellows.



- To undertake office management tasks for the Department's staff and students, including: maintenance of communal office areas, ordering stationery and office consumables; distributing post; allocation and renewal of keys.
- To support the Department's commitment to the student experience by ensuring student and communal spaces are welcoming and well-maintained, including maintaining drinks machines and replenishing supplies.
- To be proactive in identifying and reporting issues related to estates, such as lighting, ventilation, heating and furniture, and acting as first point of contact for queries about estates matters.
- To manage the PhD offices, study spaces and common areas, ensuring that they are well maintained and kept, and reporting issues to the appropriate teams in the School.
- To help with the allocation of IT equipment to staff and students, reporting problems to the IT Service Desk when necessary, and advising the Departmental Manager and Research and Finance Manager of requests for new purchases, as well as helping with submitting orders for new equipment and software.
- To understand and abide by the School's regulations and legislation regarding data protection, freedom of information and recorded student information, for example Inclusion Plans.
- To support the Programme Managers with the Staff Student Liaison Committees (SSLCs), by preparing agenda items, circulating papers and following up on agreed action points.

Communication

- To provide administrative support for the orientation and welcome of new undergraduate and postgraduate students, including assisting with preparing copy for and editing selected welcome and orientation materials including student handbooks.
- To assist the Communications Officer with updating and maintaining the Departmental Website at busy times and during periods of staff leave.
- Monitoring emails to the Statistics inbox and either responding to queries or forwarding to relevant colleagues. Also monitoring other departmental inboxes as necessary.
- Responding to IT-related queries from departmental staff, passing these queries to the relevant people where necessary and liaising with Data and Technology Services (DTS) to help resolve queries.
- To handle student feedback professionally and effectively, forwarding to colleagues when appropriate and following up on agreed action points. Ensuring that responses are communicated to students via suitable channels.
- Taking responsibility for disseminating notices to departmental colleagues via the stats-staff distribution list.
- To assist the Programmes Administrator with the administration of student prizes, including: arranging prize payments and preparing certificates for prize winners and ensuring these are ready to present at graduation ceremonies.



Planning and Organizing Resources

- To support professional services colleagues with the delivery of events, receptions, seminars, careers events and conferences both online and in-person. This may occasionally require helping with evening events.
- To maintain accurate financial records for areas of departmental funding as required by the Departmental Manager and Research and Finance Manager, processing claims in a timely manner and periodically advising on budget status.
- To support the Department's strategic development work, helping with projects or activities related to Widening Participation and Equity, Diversity and Inclusion initiatives.

Initiative and Problem Solving

- To prioritise own workload and proactively support areas including facilities, estates, IT and events.
- To develop and maintain links with colleagues to share and formulate best practice, for example by providing support for colleagues' innovations and strategic developments and assisting with the dissemination of these within and outside the Department.
- To identify and resolve day-to-day issues which arise in planning and delivery of projects, e.g. room allocation and office moves.
- To be willing to develop skills and programme knowledge to offer cover for other members of the Department's professional services team during periods of absence, e.g. annual leave.

Liaison and Networking

- To liaise with relevant professional services staff and faculty on a range of issues to support a range of departmental activities, which may include programme administrative support, and to ensure the smooth running of the administrative office.
- To liaise with departments and divisions across the School in relation to implementing a range of activities: e.g. Student Services Centre; PhD Academy, LSE Library; LSE LIFE; Design Unit

Teamwork and Motivation

- Taking an active part in departmental and team meetings, joining and reporting back from School workshops, initiatives and forums to inform colleagues.
- Contributing actively to the professional services team and to the Department
- Organising and taking responsibility for own workload
- Providing assistance at times of heavy workloads, as well as covering for colleague during periods of sickness or annual leave

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.