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: Operations Manager

Department/Division: Grantham Research Institute on Climate Change and the Environment (GRI)
Accountable to: Institute Manager

Job Summary
The Global School of Sustainability's three research centres produce world-leading climate research. The post holder will play a critical role in improving the centres' operational backbone enabling their continued world-class leadership. The post holder will act as Operations Manager, with responsibility for the effective delivery of shared administrative services across a cluster of three centres: the Grantham Research Institute (GRI), the Centre for Economic Transition Expertise (CETEx), and the Transition Pathway Initiative (TPI). These centres operate within a shared cluster model, with integrated communications and administrative provision.

The post holder will lead the administrative delivery of this model, overseeing HR processes, financial administration, event delivery and overall service provision across the three centres. They will be accountable for ensuring services are efficient, consistent and aligned with operational priorities.

They will manage a team of four Senior Administrators working across GRI, CETEx and TPI, ensuring a high-quality, responsive service across finance, HR and events activity. The role also includes responsibility for shared space planning and management, working closely with Estates.

A central focus of the role is to ensure the effective functioning of the cluster model. The post holder will take ownership of monitoring service delivery, identifying issues and implementing improvements, ensuring that administrative support meets the needs of all three centres.

Working closely with the GRI Institute Manager and CETEx Centre Manager, the post holder will oversee cross-centre coordination, resolve operational issues, and ensure alignment of priorities. They will operate with a high degree of autonomy in managing day-to-day operations, team capacity and service delivery, escalating issues where appropriate.

They will play a key role in supporting a collaborative and effective working culture across the cluster, ensuring that the model is embedded and continues to operate effectively.

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Duties and Responsibilities

Research Cluster Management

- Establish, implement and maintain effective administrative processes across GRI, CETEx and TPI.
- Work directly with each centre on the parts specific to their teams, with a focus to improve within and across centre performance.
- Oversee the delivery of shared administrative services, ensuring appropriate resource allocation, capacity and workflow efficiency.
- Work closely with centre leadership and administrative teams to ensure consistent and effective processes across core activities.
- Lead regular operational reviews with Centre Directors and Managers, identifying emerging needs and ensuring alignment.
- Lead operational planning across the cluster, identifying risks, pressures and resource requirements, and taking action to address them.
- Provide operational advice to leadership teams on service delivery, resource planning and organisational processes.
- Represent the cluster in discussions with central LSE teams (Finance, HR, Estates, Research & Innovation and Governance).
- Lead delivery of cross-cluster operational projects and improvements, ensuring effective implementation.
- Identify opportunities to simplify, automate and improve operational processes, introducing modern tools and ways of working
- Define clear service standards for the shared function and use simple metrics to track performance and drive improvement.

Line Management

- Line manage four Senior Administrators, setting clear objectives and ensuring high performance and professional development.
- Coach and develop the team, creating clear development pathways and a culture of high performance, feedback and continuous learning.
- Design and continuously improve a high-quality onboarding experience that helps every new starter become effective and engaged quickly Monitor workload and allocate resources to ensure consistent delivery across the three centres.
- Provide regular supervision, support and feedback, including managing formal performance processes where required.
- Lead Career Development Reviews and support ongoing training and development.
- Support staff wellbeing and foster a positive and inclusive team environment.
- Oversee recruitment, induction and training of administrative staff.

Personnel (HR Administration)

- Oversee delivery of HR processes across the centres, ensuring consistency, accuracy and compliance.
- Lead recruitment processes, including drafting job descriptions and person specifications, coordinating panels and ensuring robust and efficient processes.
- Manage administration of promotions, regrading and review processes.
- Provide guidance to staff on HR procedures and liaise with HR teams as required.
- Coordinate the delivery of the staff survey and monitor follow-up actions.
- Maintain key internal documentation, including the staff handbook.

Estates and Facilities

- Oversee shared space planning and day-to-day management, working closely with Estates.
- Ensure compliance with health and safety and business continuity requirements.
- Monitor blended working arrangements and support effective use of space.
- Contribute to a positive and inclusive office environment.

Financial Administration

- Oversee day-to-day financial administrative processes across the centres.
- Monitor budgets, procurement and purchasing activity, ensuring compliance with School policies.
- Oversee expenses, travel and routine financial processes in coordination with budget holders and Centre Managers.
- Ensure financial processes are efficient, accurate and aligned with funder and School requirements.

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.

Free Speech
The Code of Practice on Free Speech outlines the responsibilities of LSE to protect and promote freedom of speech and academic freedom within the law for students, faculty, staff, and visiting speakers. It applies to all activities on LSE premises and those conducted in the name of the School or LSE Students' Union at any location. The Code confirms that LSE does not take formal positions on political or international issues but provides a platform for critical debate within the law, taking account of the various legislative requirements and the context provided by policies and procedures. Procedures are set out in the Code on how events must be arranged and conducted.