



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 Assistant

Department/Division: Economic History

Accountable to: Deputy Department Manager

Job Summary:

To work with the Department's Professional Services Team to facilitate the smooth day to day running of the Department. Operating in a courteous and responsive office environment with a strong focus on client service, the post holder will help to deliver support to Departmental staff, students and visitors. The post holder will assist with the Department's day to day operations including financial processing, maintaining and ordering department supplies and assisting with departmental events and parties. They will be responsible for maintaining the front of house areas of the Department, including study/meeting rooms and communal areas and act as a point of contact in the main administrative office.

Duties and Responsibilities

Communication

- Assist with the academic visitors programme within the Department including application, induction and support during their stay
- Assist the Departmental Manager and academic staff with the induction of new Academic and Professional Service Staff
- Act as a focal point of enquiry for the department, including welcoming internal and external visitors to the department in an informative and professional manner.
- Liaison with outside service providers, for example suppliers of goods or services with whom the department has a contract.
- Strong writing skills with the ability to draft, proof-read, and modify standard emails for use in responding to all e-mail queries.
- Compile and maintain standard department information, e.g. the business continuity contact list.
- Respond to student, staff and visitor requests for information and support with diplomacy and utilising a high level of tact and discretion when necessary.
- Produce termly newsletter for alumni

Teamwork and Motivation

- Work pro-actively as part of a small team
- Support the events and communications team and ECT staff with the Department's widening participation agenda



- Attend and contribute to Departmental PS team meetings and the Departmental Meeting.
- Work with the Departmental Events and Communications Team to ensure that visiting appointment information is updated on the Departmental website.
- Support the organisation of programme-related promotional events, receptions and seminars within the department.
- Support the public events programme (in person and hybrid where appropriate).
- Assist the Department in facilitating the collection of course timetabling information.

Initiative and Problem Solving

- Liaise with IT and estates in the event of Departmental issues, complaints and requests
- Ensure that support is available where appropriate at the busiest times of the year to ensure an optimal level of service.
- Run regular information and material audits, both online and offline to ensure that materials are readily available and relevant.

Decision Making

- Promoting and adhering to best practice with regards to Department policies and procedures
- Ability to negotiate with all staff for realistic timescales to complete a task, therefore managing the expectations of all parties.
- Proactively approach the role and use own initiative to evaluate working practices and procedures when making decisions.

Service Delivery

- Maintain records of departmental staff IT equipment and manage the regular upgrade cycle.
- Lead on any aesthetic development projects e.g.: pictures/noticeboards
- Manage the internal post process
- Maintain a record of all Visitors and visiting appointments.
- Responsible for all logistical arrangements for all guest teachers and visitors, e.g. office keys, associate cards, IT network login and acting as the local point of contact prior to and during their visit to the department.
- Administer the logistics of the weekly department seminar; working closely with the organiser to book hotel accommodation and hospitality for the speaker; publicising the event; scheduling meetings with PhD students and maintaining the attendance record.
- Maintain the visitor room allocation spread sheet, working with the Department Manager to ensure the optimal allocation of space throughout the academic year.
- Processing expense claims
- Manage the communal common and study spaces for students
- Undertake office supplies management for the department, including ordering stationery and kitchen supplies.
- Manage printing and reprographics including formatting documents were required.
- Willingness to attend events outside normal working hours.

Liaison and Networking

- Develop and maintain links with other Department Administrators in similar roles across the school to share and formulate best practice.
- Liaise with external suppliers, for example, stationery suppliers, hotels and restaurants.
- Act as the Departmental contact for Visitors
- Liaise with departments and divisions across the School in relation to a wide range of activities,



for example: Academic Departments, Student Services Centre, Estates Division, Security, IT Service Desk, Library, Reprographics and Research Centres.

Planning and Organisation

- Provide a high level of administrative support on small bespoke projects, for example, using the school preferred supplier list, obtaining information on environmentally friendly refreshment supplies and ensuring value for money is achieved.
- Ensure that all start of term tasks are carried out and everything is ready for the start of each term.
- Discussing and identifying improvements and best practice procedures in the departmental office and seeking agreement for any changes or implementation from the Department Manager.
- Maintain Departmental inventory of equipment and stationery.
- The ability to deal with a wide range of queries both orally and in written communication in a professional and timely manner.
- Manage own workload to ensure the department meets its objectives. This is particularly important given the cyclical nature of the work and the competing deadlines.

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.