



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: Head of Research Operations & Department REF Facilitator (2 year fixed term contract)

Department/Division: Management

Accountable to: Department Manager, Strategic Planning and Development

JOB SUMMARY

The Department of Management is the largest department at the London School of Economics, with over 70 faculty, 50 Professional Services staff, and associated guest lecturers and teachers. The department has over 350 UG students, 800 MSc students, 30 PhD students and 100 Executive students.

Working closely with and under the direction of the Department Manager and in conjunction with the Academic Head of Research and PhD Director.

- Facilitating and supporting the Departmental Research Excellence Framework (REF 2021).
- Managing all financial allocations of Staff Research Funds and externally funded grants, internal seed funds and corporate funding.
- Managing the Research Programme Administrator, to coordinate the post award grants and PhD Programme.
- Overseeing the coordination and resourcing of the Department's research environment.
- Leading and chairing the cross department Research Operations Group, ensuring consistency of service is applied across all Professional Service functions relating to research.
- Acting as the lead professional services contact for the Department's submissions to the Research Excellence Framework (REF) and Teaching Excellence and Student Outcomes Framework (TEF) for the PhD programme.

Duties and Responsibilities

DECISION MAKING, INITIATIVE AND PROBLEM-SOLVING

- Develop and maintain an operational strategy that is capable of supporting a world class research portfolio and establish programme support for the departmental PhD programme.
- Provide leadership and management of the Professional Services Staff (PSS) research team, implementing changes or improvements as required through discussion with the Department Manager, requesting training for staff where necessary.
- In conjunction with the Head of Research, acting as a problem solver with respect to the Department's research challenges and opportunities, considering a broad number of complex factors to arrive at workable solutions
- Enhancing and promoting the Departments' Research Environment for Faculty, Research Staff, and PhD students.



- Contribute to School-wide reviews and representing the Department's interests at a School level.
- Lead on the administrative support for the Department's PhD programme (admissions, upgrade process, vivas), managing all escalated issues to ensure students satisfaction is achieved. Monitor and evaluate the performance of the MRes/PhD programme courses on an annual basis. Identify opportunities to enhance the Departmental student experience (research programme). Oversee the distribution of research and conference support for PhD students and develop policies where appropriate.
- Identify and support all departmental Knowledge and Exchange activities. Including identifying relevant research, identifying and support the securement of funding and support on activity of implementation and delivery.
- Identify and promote best practice within the Research Operations team and the wider School.
- Work closely with colleagues in the Research Division and PhD Academy to ensure all REF outputs and other research related activities are delivered in line with School policies and procedures.

PLANNING AND ORGANISING RESOURCES

- Manage and act as signatory for Departmental Staff Research Funds, externally funded grants, Summer School payments, PhD and Behavioural Research Lab budgets.
- Ensure expenditure adheres to department, School and contractual policy. This includes managing forecasts and projections and ensure accuracy, and oversight of long-term income/expenditure forecasting
- Ensure academic staff are aware of available funding from research grants, corporate funding and internal seed funds. Advise and review the governance of the research proposal procedure. Determine buyout credit for faculty members engaged in research projects and to ensure this is attributed to the individual within the Department's workload allocation scheme
- Manage and have oversight of all departmental hourly paid research staff. This includes authorising timesheets for hourly paid research staff and monitoring hourly paid contract expiry dates and taking appropriate action as required in conjunction with LSE HR Division.
- Managing all research staff recruitment and redundancies to ensure the department and relevant colleagues undertake due diligence and correct procedure.
- Checking the School Staff Research Fund staff list (liaison with HR), and issuing Staff Research Fund statements as necessary.
- In conjunction with the Department Manager, maintain the Department's Journal list including updating Eigenfactor and Article Influence scores or other agreed benchmarks
- Support the Head of Research for the Research Evaluation Framework (REF2021) exercise and coordinate the department's response to ensure that all internal and external deadlines are adhered to.
- Provide advice and guidance on the School's research ethics policy.
- Oversee the implementation of new research initiatives and their effective integration within the Department
- Supporting the Department Manager to prepare for the Annual Monitoring of the Department (conducted by the School's Directorate) and other internal and external performance and quality assurance reviews

TEAMWORK AND MOTIVATION

- Conduct regular career development review meetings for research PSS team, in order to review progress, set goals and ensure continuing professional and personal development
- To have overall management responsibility for the Research Administrator and lead the Research Operations Group to ensure delivery of excellent services by leading in decision –making and fostering innovation across the Group within their functions.



- To attend and contribute to, where relevant, department meetings, committees and working groups.
- Active member of the department's Academic Support Management Team, to work together to ensure that all areas of the departments function based roles work strategically together to achieve the departments overall objective.

COMMUNICATION

- Modelling best-practice in clear and effective communication and developing the research PSS team to practice effective, efficient and constructive communication practices in all areas of their work
- Influencing, persuading and negotiating with multiple stakeholders at all levels of the Department and School
- Producing accurate reports, proposals and responses on externally funded grants, gifts and internal funding; to the LSE Research Division. This includes the annual Research Incentives Initiative Fund (RIIF)
- Writing informative, evidence-based Research, PhD, and Behavioural; Research Lab committee papers
- Managing the flow of information between committees, the Department and the School and regarding Research related procedures where necessary.

LIAISON AND NETWORKING

- Liaison with the PhD Programme Directors (Department and all tracks)
- Liaising with the LSE Research Division and PhD Academy on all research and PhD related matters.
- Support the Faculty Affairs Manager with research related visitors,
- Coordinating the Research staff Career Development Reviews (CDR), and lead of Research staff promotions and mentoring.
- Report on expenditure as required by the Finance and Operations Manager, Research Division, and the Finance Division
- Represent the department at the relevant School Forums and Committees (LSE Impact Forum, PhD Administrator Forum), and volunteer for the relevant school wide committee via the Academic Managers Forum.

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



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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.