



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: Hellenic Observatory Administrator and Communications Officer (12 months - Maternity Cover)

Department/Division: Hellenic Observatory Centre for Research on Contemporary Greece and Cyprus

Job Summary

The postholder assumes a key role in the PSS team of the Hellenic Observatory Centre, providing essential service in the delivery of all Centre activities with emphasis on its communications and public engagement.

The Hellenic Observatory Centre for Research on Contemporary Greece and Cyprus was established in 2024, evolving from the original Hellenic Observatory research unit. The Centre is one of the few social science research centres worldwide dedicated to the study of contemporary Greece and Cyprus. It has been for many years the largest LSE research unit producing a rich programme of public events, seminars and research publications and hosting a number of externally funded research projects. With its transformation to Research Centre, it continues to grow towards its strategic direction of expanding its research activities and agenda with interinstitutional collaborations across the School and beyond. Maintaining its high external profile and reputation and promoting its work to a large variety of audiences is a key priority of the Hellenic Observatory Centre.

Working with the Manager of the Centre, this key role provides core administrative services, works on the development and delivery of the Centre's communication strategy and leads on engaging with new and existing audiences by promoting and publicising the full range of work that takes place at the Centre.

The Centre's rich output is supported by a small PSS team and relies for its success on strong teamwork and collaboration between staff at all levels, using their viewpoints and experiences, for participating in decision making on a wide range of functions from day-to-day operations to wider long-term planning, offering, in turn, considerable learning and development potential.

The Administrator and Communications Officer role is multifunctional covering a range of duties for ensuring the smooth delivery of day-to-day operations, events and outreach activities, and the effective management of all communications channels. The role is pivotal in ensuring that the Centre communicates effectively with the public and its extensive network of contacts and stakeholders including industry partners, funding bodies and donors and other research networks.

With ideally a social sciences background, the post-holder should have an understanding of and interest in political, social and economic developments in Greece/Cyprus and the ability to relate their work to the wider mission of the Centre, which is to conduct and prompt high quality research and fostering international research collaborations on issues affecting contemporary Greece and Cyprus.

They should also have outstanding communication skills for dealing with various staff and stakeholders at all levels, the ability to work under pressure in a busy environment, and advanced IT skills, including design software, digital marketing campaign software tools and CMS platforms.

The postholder is required to work both independently and in collaboration with colleagues within the Centre, LSE, and externally to ensure the Centre's operational activities are effectively and proactively supported and promoted.



Duties and Responsibilities

Communications

- Responsible for the development of the Hellenic Observatory Centre (the 'Centre') communications and engagement strategy, in line with the Centre's overall strategies of expanding and strengthening its relationship with policymakers and opinion formers and serving the School's interests, both in the promotion of academic expertise and in anticipating and responding to developments that affect LSE's business and reputation.
- Coordinate all Centre outward-facing communications via e-mail campaigns, publications, digital newsletters, and social media (Twitter, Facebook, LinkedIn, YouTube, Instagram).
- Organise and implement the Centre's cyclical communications campaigns, using own initiative and information gathered from other staff, and planning their timing throughout the academic year.
- Set up the Centre's presence in new social media platforms from scratch as required according to popularity of emerging platforms.
- Carry out research in current political and economic current affairs and organise the promotion of the Centre's research projects, discussion papers and policy briefs according to topicality and relevance to current developments.
- Use methods for gathering and evaluating data on the response and engagement rate of communications activities (response tracking; monitoring the rate of responses to communication campaigns adjusting strategy as required during the campaign or/and use pre- and post-campaign survey tools for informing overall communications strategy).
- Update the website and blog including creating new webpages as required for promoting the Centre activities and overall mission.
- Creating strong and engaging content to promote a variety of activities to respective audiences, adjusting language as appropriate for target audiences, i.e., general public, research and academic community, students, the media, policy makers, etc.
- Liaise with donors and other stakeholders for creating and getting approved publicity content that relates to their funding or other relationship with the Centre.
- Advise staff and associates as required on best-practice for social media use and assist as required with know-how on managing their personal accounts.
- Manage Centre's relations with media and press representatives and create new relationships with media channels for the promotion of the Centre activities, both in Greece and the UK.
- Liaise with the School's Communications staff and in other departments for utilising fully any opportunities for integration of the Centre into the School's overall communication activities.
- Liaise with designers for the creation of Centre branding material, using own initiative and decision making for to the final stage of the development of materials.
- Evaluate tools and resources (such as e-mail marketing platform services) in relation to the changing needs of the Centre and propose new products taking initiative in introducing and implementing related changes in resources and service providers.
- Carrying out research, using knowledge of Greece's political, social and economic institutions, for expanding the Centre's communications and other contacts databases and identifying target audiences for communications activities.
- Manage and expand the Centre's extensive archive of photos, videos, podcasts.
- Design, or procure the design of, publicity and branding material, including posters, brochures, booklets, etc., for larger scale events and producing engaging media content, including video, audio and imagery, to promote Centre activities.



Publications

- Producing the Centre's discussion paper series in liaison with the Research staff, providing editorial assistance, copy-editing and coordinate the dissemination and promotion of the papers via the website, e-mail campaigns and social media communications.
- Assist the Centre manager with drafting content for publications such as Annual Newsletter, Annual Advisory Board Report, Annual Reports to donors. Liaise with Centre staff and Associates for collecting information and preparing relevant content. Prepare final drafts using design software (Indesign) and arrange their printing.

Visitors Programme

- Coordinate the Centre Research Visitors programme, in liaison with the Centre Director. Set up the programme from inception to follow up, review process and update/ propose changes as needed.
- Decide on a timeline of application cycles taking into account LSE's HR deadlines and plan publicity cycles for inviting applications.
- Create content for advertising and promoting the Visitors Programme via the website and all communications media.
- Process applications and requests for visit and liaise with the Centre director and other academic staff, agreeing the terms and conditions of visits for academic deliverables, and ensure that visitors are aware of expected outputs and activities during their visit, follow up on these.
- Liaise with HR for arranging visiting appointments and other processes as needed, i.e. visas, ensure that the visitor's programme complies with LSE's HR rules and UK legislation.
- Arrange access to LSE services and facilities, including ID cards, IT accounts, space and equipment for visitors; assist with travel and accommodation arrangements, process visitors expense claims, ensuring that costs are eligible.
- Manage the Visitors' budget and ensure that associated costs and visitors' reimbursements remain within budget.

Events and Seminars

- Coordinate the Centre Research Seminar series in consultation with the academic Director, contributing with ideas for seminar speakers and topics, for developing the annual Seminars Programme. Invite speakers and arrange all logistics for the delivery of seminars, booking venues, AV, accommodation, etc. Arrange the publicity of the seminars through the website, social media, e-mail campaigns and by contacting relevant organisations. Organise the drafting of a seminar summaries for use in publications and promotional activities.
- Organise hybrid events and remote participation as needed.
- Liaise with events management staff at other departments in the School for ensuring the effective coordination without thematical and date overlaps for the planning of Centre seminars.
- Work with the Centre Manager in the delivery of the public events programme, from conception through to evaluation, including planning, promotion, delivery and follow-up. The programme includes on average 2-3 high profile public lectures and up to 6 panel discussion events annually, featuring high profile policy and academic participants. Some of the events may be delivered overseas (Greece/Cyprus).
- Liaise with event participants, speakers, LSE Communications Division, Finance Division, Estates and any other relevant units.
- Prepare and agree publicity texts such communicating with the offices of high-profile speakers and dealing with press and media enquiries.
- Draft budgets for events and seminars in consultation with the Centre Manager. Make travel and accommodation arrangements for events speakers and ensure that expenditure is within budget.
- Setting up teams for working on large events with students and related staff across school and externally, for developing a workplan well ahead of events allocate tasks, following up and motivating team members.



Knowledge and Experience

- Applying advanced IT skills across Microsoft Office applications, design software, digital marketing campaign applications and CMS platforms, social media platforms for the optimal performance of tasks requiring such knowledge.
- Understanding and awareness of trends in social media strategies, language and terminology for creating engaging communications for various audiences.
- Experience in marketing and in the delivery of marketing and communications campaigns in the non-profit sector.
- Understanding key social, economic, and political historical and current issues affecting contemporary Greece and /or Cyprus and the role of key institutions such as political parties, state agencies and major economic and market actors.
- Awareness of current developments in the UK, Greece and Cyprus to factor-in events and developments to adjust communications timeline and content.
- Adopting a critical approach in the organisation of publicity by promoting the topicality of Centre output, e.g., promoting research projects that emerge as topical in relation to external developments.
- Ensure adherence to School internal regulations and procedures aimed at ensuring LSE's and Centre's compliance with legislation, such as LSE's Equality, Diversity and Inclusion (EDI) policies and Ethics Code, the General Data Protection Regulation (GDPR), and the UK's Equalities Act 2010, and the Freedom of Information Act.

Financial administration

- Carry out financial processing operations such as expense claims, purchase orders and invoices processing, ensure expense claims submitted by staff meet LSE and research grant requirements and contain the necessary details to allow for processing of the reimbursement as per LSE policies. Liaise with staff when additional information is needed to process.
- Raise requisitions and monitor the delivery of goods and services, confirming receipt and tracking payment to the supplier as per LSE policies -assist in the processing of purchasing card transactions by uploading the relevant receipts.

Administration

- Setting up meetings, participating in team meetings, taking minutes, and following up on agreed actions within own remit, as required.
- Liaise with a wide range of suppliers externally and internally for requesting and negotiating services and communicating specific Centre needs accordingly, such as, designers preparing branding material for the Centre or its events, photographers, printers, or other providers as needed, acting autonomously in the commissioning of such services, ensuring that they are within budget.
- Liaising with School Services departments to ensure that the Centre administrative needs are met, including booking rooms, requesting catering, AV, steward, porter support, IT and One-Finance support, or other as required for the Centre's day-to-day operations and ad-hoc projects and events
- Manage shared administration inboxes, filter through queries coming into the Centre and take appropriate action or forward any critical correspondence on to the Centre Manager or others.
- Manage office supplies and requests for stationary orders, place such orders, arrange access to service, IT and other resources for staff and visitors.
- Manage the office equipment and facilities, liaising with estates and ensuring that everything adheres to estates and building regulations and the requirements for Health and safety are met.
- Managing and updating relevant databases and managing the Centre admin shared drive, using a filing system and creating manuals and instruction documents, for ensuring operational effectiveness and business continuity.

Teamwork and motivation

- Working as an integral part of the administrative support team, participating in meetings when required and adopting a teamwork approach by proactively sharing information from own work remit



to promote coordination and team effort.

- Being proactively involved with and working with respective colleagues in administration and communications positions at the European Institute and other School departments.
- Take an active role in building rapport with staff, students, interns, and visitors to support the communications schedules and to motivate events attendance and contribution to the Centre community.
- Participating actively in School wide networks, relevant to the remit of responsibilities, such as the events and communications staff networks, to keep up to date with procedures and school wide developments, in order to inform Centre processes respectively and to provide information about relevant Centre activities.
- Maintain and develop relationships of cooperation with key staff in other departments and external institutions for the promotion and dissemination of Centre activities; such as, communications staff members in School departments and external organisations for the promotion of Centre activities to their members, including Think Tanks, Universities and Research Institutions in the UK, Greece and Cyprus.

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.