

JOB DESCRIPTION

Job Title	Faculty Assistant		
Reports to	Eleanor Burke		
Department	Economics		
Job Family	Business Services	Level	2

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The Economics subject area has developed strengths both in the undertaking of high calibre academic research, and in applying that knowledge to problems relevant to business audiences and public policy makers. The four areas of focus within the group are competition policy; industrial economics; strategic business behaviour; the global macroeconomy and economic integration in Europe.

Job Purpose

The Faculty Assistant plays a key role in supporting the teaching, research and administrative activities of the Economics Department.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Learning Delivery Support

- Support the production and distribution of learning materials for all core and elective teaching (including Virtual/Hybrid requirements) within the department, in line with internal and external regulations.
- Purchase teaching-related materials on behalf of faculty, as required.
- Process teaching assistance and grading time sheets.
- Keep aware of defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Monitor levels and order standard materials/resources, ensuring that appropriate stock levels are maintained and within budget.

Research Support

- Process faculty expenses resulting from research-related travels, using correct cost centres.
- Process research assistance-related time sheets.
- Produce citation counts, when required.
- Printing of research related materials for faculty.
- Purchase any research-related data or materials on behalf of faculty, as required.

Meeting Coordination and Administration

- Support organisation of internal and external meetings for faculty, conference calls and travel.
- Liaise with departments such as IT and Estates to ensure needs are being met.

Collaboration and Support

- Liaise as required across the School to ensure efficient information exchange and the smooth delivery of activities enabling an excellent client experience.
- Provide support to the Economics Subject Area Manager with ad hoc projects and events as required.
- Provide cover for colleagues in their absence.
- Any other duties as assigned by your line manager.
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Financial Management

- Accurately process invoices and expense claims and input financial data into systems to support the tracking of faculty IFB and RAMD budgets.
- Produce monthly reports on budgets for faculty.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

KPIs:

- High-quality support service provided to all stakeholders (faculty members, Subject Area Manager, colleagues, students and external stakeholders)
- Timely and accurate production of high-quality materials.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- Further education or equivalent.
- May hold vocational qualification.
- Excellent communication skills and the ability to address a variety of stakeholders.
- Good computer literacy: excellent knowledge of standard IT packages (MS Office).
- Excellent accuracy and attention to detail.
- High level English language skills and ability to draft own correspondence.
- Excellent time management skills with the ability to organise and prioritise workload.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Proactive approach to relationship development with colleagues.
- Some Higher Education experience preferred.

Resources including team management

None.

Staff	None
Budgets	None
Date Updated	20.09.2020