

JOB DESCRIPTION

Job Title	Senior Administrator		
Reports to	Executive Director Estates & Campus Services		
Department	Estates & Campus Services		
Job Family	Business Services	Level	3

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

Estates & Campus Services has responsibility for the day-to-day logistical operations management and service delivery of:

- Reception; security and switchboard.
- The bedrooms; and housekeeping.
- All retail and hospitality catering.
- The provision of space timetabling, scheduling and booking services.
- The provision of cleaning, porters and post services.
- The Fitness Centre and the Gift Shop.
- The ongoing maintenance of the estate.
- The planning and delivery of redecoration, renewal, and refurbishments; and estates projects including office moves.

Estates & Campus Developments is responsible for the management of the property portfolio and provision of space including but not exclusively the current campus, the Sammy Ofer Centre, and the use of external space to meet the School's growth plans.

Job Purpose

The purpose of the post is to provide administrative support to the Executive Director Estates & Campus Services alongside the Leadership Team, and manage the Dean's Residence.

Management of Administrative Support

- To lead and develop the Administrative Support role to ensure that all administrative tasks are completed on time.
- Lead by example sharing knowledge and giving guidance to the team as required.
- Ensure all administrative team members are trained, supported and monitored to ensure that their work is of the required standard.
- Supervise and/or manage staff, allocating work, coordinating day-to-day activities and provide guidance to maintain and improve service delivery standards.
- Ensure constructive advice and feedback is given to all team members to enhance motivation and enable continuous improvement in performance standards.
- Monitor performance and ensure the team follows established procedures for each service; take corrective action where necessary to maximise customer satisfaction
- Develop mechanisms for logging, diarising and tracking all activities relating to the Dean's residence in order to ensure excellent service delivery and consistency.
- In conjunction with the Head of Building Services be responsible for the effective management of all external contractors and building suppliers in relation to House No1

Delivery and Support

- Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Monitor levels and order standard materials/resources, ensuring that appropriate stock levels are maintained within budget.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Co-ordinate team calendars and meetings to support efficient and effective team working.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.

Meetings and Committees

- Prepare documentation including slideware and minutes
- Registering and meeting visitors and booking meetings.
- Co-ordinating team wide activities.
- Co-ordinating internal meetings including, room booking, papers and attending /taking minutes where required.
- Organising committee and other key meetings including setting up conference calls, catering, and preparation of draft agenda / papers.

Analysis and Reporting

- Organise, upload into and monitor systems, databases and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Conduct analysis to support the identification of trends and forecasting to further enable effective planning.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.
- Provide support to colleagues within and outside the team when required. To promote collaborative working across the School.
- Act as a point of referral for colleagues to help to resolve issues within the team.

Project Administration

- Work alongside the project team providing admin support where required. This will include creating and updating financial and compliant documents.

Financial Management

- Act as purchasing officer for Estates & Campus Services' budget holders, creating and releasing purchase orders, as required by the designated budget holder. Be responsible for goods matching and sending invoices to account in a timely manner.
- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision-making.

Process Improvement

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.
- Collaborate with other teams across the School to develop School wide processes and provide department specific input

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.
- 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.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.
- Team performance and customer satisfaction (for Operational Team Leaders only).

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- This may be supported by a specialist qualification.
- May be working towards relevant professional qualification.
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Experience of using software related to own area of specialism to extract, analyse and report on data.
- Good project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem solving skills.
- Positive experience of working within a customer-services orientated environment.
- Budget management experience

Resources including team management

N/A

Staff	N/A
Budgets	N/A
Date Updated	08/05/24