JOB DESCRIPTION

Job Title	Lab Assistant		
Reports to	Zareen Choudhury – Lab Manager		
Department	Research & Faculty Office		
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 Research and Faculty Office is responsible for providing HR, Research and PhD support to the academic staff of London Business School.

The Research support team provides the following services:
• Managing the schools Research Lab
• Support for the research activities of faculty, including proving an interface with external research grant funding bodies and assisting faculty in obtaining funds from them.
• Managing the operation of the following committees: research centre review committee, academic funding priorities committee and research ethics committee.

Job Purpose

The post holder will be responsible for the day-to-day running of research studies conducted in the Lab or staffing the reception desk when they are not the lead experimenter for a study run. They are the key stakeholder in the interaction with research participants and in implementing adequate research protocol for individual
studies and will act as the primary experimenter of individual faculty and PhD student studies.

This will include assisting the Lab Manager with the day-to-day operation of the lab. Testing materials, implementing study protocols as specified by lab users, sourcing study materials, where relevant, and importantly providing feedback relating to each individual study. They will be

the first point of contact for participants taking part in studies and will coordinate the efficient stewardship of participants in the lab.

The post holder will also assist with the processing and review of ethics applications and provide advice and support for the Research Ethics Committee Secretary, Chair and applicants where applicable.

Responsibilities also include providing a high quality, professional service to users and ensuring that the Code of Conduct for Lab procedures is adhered to at all times.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Research Studies
- Assisting faculty, PhD students and the Lab Manager with the testing of study materials
- Running research studies; implementing study protocols as specified by faculty and students either in the role of experimenter or confederate
- Reporting any problems with study protocol and or procedures to the Lab Manager, faculty and PhD students (e.g. the tracking and reporting of irregularities during the execution of research protocol, reporting technical problems, suspicious participant behaviour)
- Preparing study rooms and materials for each study and ensuring there are adequate materials for the full study duration
- Ensuring the efficient saving and merging of data
- Data entry and coding
- Using specialised software application (e.g. MediaLab, Direct RT, Qualtrics, Inquisit) to create and run experiments, and also provide support to faculty and PhD students using these applications
- Ensuring accurate and timely communication with researchers about participant and study-related observations
- Running field studies, developing scripts and protocols to ensure safe conduct of research

Lab Participant Pool
- Assisting the Lab Manager with the marketing strategy and the recruitment of participants. This includes recruiting participants at universities, leafletting campaigns and other appropriate forums
- Providing administrative assistance pertaining to the lab participant pool.
- Assisting the quality initiative at the Lab by keeping a record of and analysing participant attendance rates, blacklisting and monitoring any other issues with the participant pool.
- Providing assistance with the processing of participant payments and ensuring that reimbursements are dispensed in an accurate and timely manner

Lab Operation
- Providing a professional service and maintaining a high quality lab environment for faculty, students and participants at all times which would involve cleaning Lab study rooms, kitchen area as needed
- Assisting with the wider lab development initiatives (recording of lab usage data, reviewing funding for the lab, strategic planning)
- Ensuring all lab documentation is regularly updated and recorded electronically in the lab shared drive and where relevant updated on School Portal pages and the London.edu pages
- Assisting the Lab Manager in the review of existing hardware and software for the lab to ensure the standard and quality are adequate for the day-to-day lab operation. This includes systematic review of experimental software for the lab
- Assisting in the development of lab protocol and procedure documentation and providing advice and guidance to faculty and students where necessary
- Helping to promote the lab internally and externally and build relationships with faculty and PhD students

- Acting as the first point of contact for participants visiting the lab, including the day-to-day monitoring and stewardship of participant access to the lab via intercom
- Monitoring and checking participant sign-up records using SONA systems
- Handling participant scheduling queries via email and telephone, ensuring that queries are dealt with in a professional and timely manner.
- Handling consent, debriefing and payment of participants and sign-out sheets
- Dispatching participants to the correct study location in the lab
- Updating the accounts at the end of a study and requesting funds from the School's Accounts team
- Updating SONA FAQs as and when necessary

Research Ethics

- Ensuring faculty and PhD students are aware of the School's policy for the ethical approval of research studies and the Code of Conduct and provide guidance where necessary.
- Assisting with the administrative tasks associated with form completion and submission oEthics application forms to the Ethics Secretary and Ethics Chair
- Update the forms and policies on the Schools portal pages
- Send out Ethics approval notifications once approval gained from the Ethics Chair

Other tasks
- Working collaboratively with the immediate Research Lab Team and wider departments in the school (Accounts, Marketing and Communications, Research & Faculty Office)
- Ensuring general lab items are stocked – or when required request from relevant department
- Undertaking any other tasks as requested by your line manager and Assistant Director, Research.

KEY SKILLS/EXPERIENCE REQUIRED:
- Exceptional attention to detail
- Customer service experience
- Exceptional multi-tasking skills and the ability to handle multiple projects simultaneously
- Excellent interpersonal and communication skills
- Excellent organisational and time management skills
- Self-motivation, initiative and a proactive approach
- Ability to work effectively in a team and independently
- Ability to follow established processes
- A sound knowledge of experimental design and research protocols
- Excellent IT skills – proficient in use of MS Office, particularly Excel; ideally specialised experimental software applications e.g. Qualtrics, Inquisit, SONA, Mechanical Turk, Prolific Academic, Media Lab, zTree) and other technical skills
- Technical skills in operating audio visual equipment.
- Experience of cash handling

KNOWLEDGE/QUALIFICATIONS REQUIRED
- A good first degree, or equivalent experience
- Previous background in psychological or behavioural research. The post holder will have significant experience in the design and conduct of experimental behavioural research studies.
- Ideally a research background in either consumer behaviour or organisational behaviour or a related discipline.
- A sound knowledge of the standard and practices for ethical review of behavioural research studies.
- Knowledge of electronic systems/databases and the ability to record written information accurately

KEY STAKEHOLDERS:

- Students, Faculty, Alumni, Staff and corporate clients

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.
- Provide first line support within the School, solving routine problems in a specific area, and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- 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.

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.
- Collate information to produce regular standardised management reports to support decision making within the department.
- Conduct analysis to support the identification of trends and forecasting to further enable effective planning.
- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

Project Management

- Provide ad hoc support (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities

Financial Management

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.

Process Improvement

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.

Supervision (Operational Team Leaders)

- Supervise and/or manage staff, allocating work, co-ordinating day-to-day activities and provide guidance to maintain and improve service delivery standards.
- Monitor performance and ensure the team follows established procedures for each service; take corrective action where necessary to maximise customer satisfaction.

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

- Further education or equivalent.
- May hold vocational qualification.
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience of software related to own area of specialism.
- Proactive approach to relationship development with colleagues.
- Good attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience in standard financial management processes.
- Experience of working in a customer facing environment.
- People management experience (for Operational Team Leaders only).

Resources including team management

Staff	
Budgets	
Date Updated	**21.12.2021**