

# JOB DESCRIPTION

<b>Job Title</b>	Team and Operations Assistant, Wheeler Institute for Business and Development		
<b>Reports to</b>	Senior Manager, Wheeler Institute for Business and Development		
<b>Department</b>	Wheeler Institute for Business and Development		
<b>Job Family</b>	Relationship	<b>Level</b>	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 Wheeler Institute for Business and Development aims to build awareness about the unique role business can play in improving the lives and livelihoods of the world's most disadvantaged communities. Through linking and applying relevant business research and expertise, and working with our extended community – of local communities, business, policy makers, and researchers - we aim to understand, identify and promote solutions to significant challenges in social and economic development.

## Job Purpose

The post holder will report to the Senior Manager and will be responsible for providing general administrative support to the Wheeler Institute team in the development and delivery of our research, education and outreach initiatives working closely with other members of the Wheeler Institute team, and other internal and external stakeholders.

The role will also support and contribute to the development of the Wheeler Institute's operational frameworks with a focus on financial, resource and office management, business assurance, procurement, and process creation and dissemination.

### Key areas of accountability:

#### **Initiatives and Operations Support**

- Support the management and maintenance of all key data related to Wheeler Institute initiatives.
- Administrative support to the recruitment and delivery of the Global IMPACT Programme and student internships
- Provide comprehensive support to the delivery of several research initiatives (including specialist and academic workshops, call for proposals, PhD awards and pre-doctoral research assistant programme).
- Draft and support the production and distribution of materials (including publications, stakeholder briefs, emails, newsletters and websites) used in the development and delivery of Wheeler Institute initiatives, including proofreading/ edit.
- Administrative support updating and further development of the Wheeler Institute website and other relevant multimedia platforms.
- Coordinate the maintenance of the Wheeler Institute shared drives, e-library of photos and other communications-related folders and templates.
- Provide ad hoc support (e.g. preparation of materials for a presentation, research, external benchmarking) to small projects.

#### **Event & Workshop Delivery**

- Coordinate logistics and operations in advance of each event/workshop (on campus and external space, catering, AV, booking travel and accommodation for clients, staff etc.).
- Provide admin support in relation to virtual initiatives (via Zoom) in ensuring the right support is provided to event/workshop planning and operations.
- Produce process documents, guides and collateral to support effective planning and delivery of in-person and virtual events/workshops.
- Provide in-person assistance in events, high-level meetings and networking sessions, occasionally late afternoon and in the evening

#### **Stakeholder support and engagement**

- Manage the Wheeler Institute mailboxes and provide a first line contact service to students and other stakeholders, responding in a professional and timely manner to address queries or escalate as required to ensure effective resolution.
- Support the efficient distribution of information to students/ participants/stakeholders using the most effective form of communications.
- Support the development and delivery of feedback tools that contribute to the continuous improvement of student/ participant/ stakeholder experiences.

#### **Scheduling and Team Assistance**

- Coordinate team meetings and project meetings, including preparing agendas and room bookings.
- Coordinate meetings/appointments for the Academic Director(s)/ Executive Director where requested.
- Coordinate the scheduling of a variety of activities with internal and/or external individuals including interviews, team/project/committee meetings in support of our various Wheeler Institute initiatives.

### **Data collection and reporting**

- Collate information to produce regular standardised management reports to support decision making within the Wheeler Institute.
- Collect, monitor and track applications in a timely manner of our Internships, Global IMPACT Programme and pre-doctoral research assistant programme.
- Upload job descriptions of our various education and research initiatives on the School's Careers Centre platform/other Higher Education platforms.
- Coordinate the ongoing maintenance of the Wheeler Institute's CRM system (Salesforce) including upkeep of existing records, input of new contacts and maintenance of related applications (such as Zapier), to ensure the accurate upload of new contacts following events and other initiatives.
- Support the team with analysis of our events/workshops, Global IMPACT Programme and Internships, and pre-doctoral research assistant programme.

### **Collaboration and communication**

- Build strong, collaborative and positive relationships with internal colleagues and external stakeholders.
- Liaise as required across the School to ensure efficient information exchange and the smooth delivery of activities enabling an excellent student/participant/stakeholder experience.
- Provide support to colleagues within and outside of the team as and when opportunities arise, to promote collaborative working across the School.

### **Financial Management Assistance**

- Process invoices and input financial data into systems to support the tracking of Wheeler Institute budgets.
- Process expense claims for Academic Director(s) and/or Executive Director, Pre-Doctoral Research Assistants, Research Fellows and visitors to the School.
- Collect and review student timesheets for project work and input data into systems to support the tracking of budgets for projects/education initiatives. .
- Work with payroll and HR to ensure prompt payment of Interns/Project Officers.

### **Process Improvement and change management**

- Proactively review relevant processes and systems within area and make suggestions to improve efficiency and effectiveness; follow through on improvements once agreed.
- 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:**

- Projects and events/workshops delivered on time, and to quality standards.
- Timely and professional response to and resolution of enquiries, requests and issues.
- High-quality support service (accuracy of materials and professionalism in manner) provided to students, colleagues and stakeholders.
- Accuracy and integrity of data in business systems including CRM system (Salesforce).
- Accuracy of financial and expenses records.
- Ability to anticipate and maintain up-to-date diary management.
- Timely availability of materials and supplies.
- Development of relationships within and outside the team, and positive feedback from all stakeholders.
- Compliance with processes, procedures and standards.
- Ongoing support and independent contributions to process reviews and operational improvements.

## Knowledge/Qualifications/Skills/Experience required

- Further education or vocational qualification
- Demonstrated experience in a similar role or in most of the key areas of accountability
- Demonstrated experience supporting projects and coordinating of events
- Experience working in an education, learning-based or customer-focused organisation
- Experience in or working knowledge of standard financial management processes.
- Excellent communication skills (including written) and the ability to address a variety of stakeholders.
- Demonstrated ability to work collaboratively and in a supporting team environment
- Identification with the mission and engagement with the initiatives of the Wheeler Institute
- Demonstrated ability to work under pressure, using own initiative and problem-solving skills.
- Proactive approach to streamlining operations and identifying ways to create efficiencies in processes.
- Demonstrated mind-set to succeed in an ambiguous environment with a wide range of projects and initiatives
- Demonstrated time management skills with the ability to organise and prioritise with a meticulous attention to detail
- Experience in or working knowledge of CRM systems, such as MS Dynamic, Salesforce and/or Campaign Monitor.
- Strong experience with the Microsoft Office Suite and working knowledge of the Adobe Suite and Canvas

## Resources including team management

<b>Staff</b>	
<b>Budgets</b>	
<b>Date Updated</b>	