

JOB DESCRIPTION

Job Title	Administrator – PhD Programme and Research Support Teams		
Reports to	PhD Programme Manager		
Department	Research and Faculty Office		
Job Family	Learning	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 offerings maintain 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 and a PhD programme for future top academic scholars, 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 provides support for faculty in the following areas:

- (a) Faculty HR Support: Human resources service for faculty,, faculty-related committees and teaching administration.
- (b) Subject Areas: The subject areas comprise seven teams which support faculty in two key areas: teaching delivery and research events.
- (c) Research Support: Research grant funding, research-related committees and managing the Behavioural Lab.
- (d) Delivery of the PhD Programme.

Job Purpose

The post-holder is a member of the PhD Programme and the Research Support teams. In that capacity, they contribute to the provision of a supportive and professional research environment for faculty and PhD students within the School.

Reporting to the PhD Programme Manager, the post-holder provides the day-to-day service to PhD students and is the main point of contact for student and applicant queries and enquiries. The post-holder creates and maintains student records and administers progress monitoring procedures to ensure that students are engaged in their studies.

The post-holder also provides administrative support to the research support team in relation to allocating and monitoring internal funding for faculty, organising research committee and other research-related meetings.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key Areas of Accountability

Delivery and Support

- Conduct administrative tasks in accordance with defined policies and procedures to ensure the delivery of a first-class service to all stakeholders.
- Respond to standard enquiries promptly ensuring that questions are addressed or escalated as appropriate to enable effective resolution.
- Create new student records on the School database and ensure provision of IT requirements and ID cards for all new and visiting students.
- Coordinate and register all intercollegiate students on School database and allocate them to courses.
- Assist with the coordination of the PhD Programme orientation and the PhD Development Programme.
- PhD Programme representative on School Congregation working group.
- Arrange and coordinate office moves for new and current PhD students.
- Responsible for room and catering bookings for meetings relating to the PhD Programme and Research Support Team and circulation of meeting documentation prior to all meetings.

Analysis and Reporting

- Assist with the creation of process documents, course information and programme documentation.
- Organise and upload data on to School systems – School database and finance systems, to ensure accurate recording to enable timely interventions and actions, as required.
- Track and record submission of progress reports for key milestones on the PhD Programme and follow up with non-submissions, as appropriate.

Process Improvement

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

Student Experience

- Manage the efficient and timely distribution of information to students selecting the most effective form of communications.

- Understand individual student needs and maintain a sound understanding of London Business School services, providing individual guidance and support to enable students to meet their needs and optimise their use of School resources.

Compliance

- Support the Programme Manager in ensuring students regularly engage with their programme and to follow-up with any student whose attendance drops below the required levels, as appropriate
- To work with the Student Visas and Financial Aid team to assist in ensuring that all required Home Office reporting is completed in the appropriate timeframes and in full accordance with UKVI requirements.
- To assist the PhD Programme Manager in ensuring that all PhD students have and maintain throughout their studies the required immigration permission that allows them to study in the UK.

Collaboration and Support

- Collaborate closely with team members and other departments across the School – Student Visas and Financial Aid Team; Accounts; IT; Central Services etc.
- Seek opportunities to work with other teams within the School to support the enhancement of the PhD Programme and Research Support functions, e.g., Degree Education

Financial Management

- Accurately raise purchase orders, process invoices and expenses. Input financial data into School systems and report on current account balances on internal research funds, as required.

Change Management

- Act in a resilient and positive manner when responding to change.

KPIs

- High-quality support service provided to all stakeholders.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data business systems.
- Accuracy of financial records.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.
- Timely scheduling and preparation for committees.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from stakeholders.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Understanding of academic and research environments – ideally in a higher education setting.
- Excellent communication and interpersonal skills and the ability to address a variety of stakeholders – both oral and written.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Excellent attention to detail.
- Excellent time management skills with the ability to organize and prioritise.
- Excellent 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.

Resources, including team management

None

Staff	N/A
Budgets	N/A
Date Updated	December 2023