

JOB DESCRIPTION

Job Title	Faculty Assistant		
Reports to	Subject Area Manager		
Department	Management Science and Operations		
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 subject areas are a group of 7 administrative teams providing support to faculty in two key areas: teaching delivery and research.

Faculty within the Management Science and Operations Subject Area carry out all core and elective teaching on the school's Postgraduate Degree Education Programmes, as well as teaching on Executive Education and bespoke company-specific programmes.

The Management Science and Operations Subject Area at London Business School produces impactful, high-quality research. The subject area hosts several conferences and has an ambitious seminar series that runs throughout the year.

Job Purpose

To provide a broad range of administrative support, including as course administrator for teaching on degree and other programmes. Providing assistance to assigned faculty whilst working closely with members of the administrative team, within and outside the department to provide a high-quality experience to students, faculty and staff.

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, tracking and reporting all costs.
- Process teaching assistance and grading time sheets.
- Coordinate all areas of course administration including organising room bookings, catering and events, organising of speakers, gifts, AV.
- Keep aware of defined Quality Assurance policies, Assessment procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Liaison with the Central Services team and Programme Offices to ensure timely and accurate processing of grades, the administration of elective course examinations and all other elements of assessment.
- Monitor levels and order standard materials/resources, ensuring that appropriate stock levels are maintained and within budget.
- Other adhoc admin tasks as required in relation to the specific subject area courses as required.

Research Support

- Coordinate internal and external seminars, conferences, and other events.
- 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.
- Utilising the procurement and other accounting systems to assist with the administering faculty budgets and all departmental cost centres.

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 Management Science and Operations Area Manager with ad hoc projects, PhD Programme, and office spaces, as required.
- Provide cover for colleagues in their absence.

- Any other duties as assigned by your line manager.

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

- A level or equivalent experience
- Confident IT user and competent in use of Microsoft Excel and Word, Outlook and Power Point
- Excellent interpersonal and written and verbal communication skills
- Commitment to providing an outstanding level of customer service
- Attention to detail is essential
- IT literate and competent in the use of databases, spreadsheets, Word and the World Wide Web. Training will be given on in-house systems
- Experience of working in an international environment and an appreciation of cultural issues is desirable
- Skilled in handling a busy workload, prioritising multiple deadlines, time management skills, proactive and proven ability to use initiative
- Proven ability to have successful interactions with individuals at all levels: experience of working with senior executives, support staff, as well as working within a team and independently.

Resources including team management
None

Staff	None
Budgets	None
Date Updated	22.03.2023