



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Office Administrator Zambia Evidence Lab

Department: IGC Country Programme

Accountable to: Head of Zambia Evidence Lab

Job Summary

The International Growth Centre aims to promote sustainable growth in developing countries by providing demand-led policy advice based on frontier research. The IGC organizes and directs a global network of researchers and policy experts in economics, political economy, and related disciplines, and works closely with developing country governments to undertake high quality research and provide policy advice on economic growth topics. Based at LSE and in partnership with the University of Oxford, the IGC is initiated and funded by FCDO.

The Office Administrator (OA) is responsible for the smooth operation of the Zambia Evidence Lab and the wider IGC Zambia Country Program, including matters related to office activities, equipment, communications, maintenance contracts, organizing logistics for in-country events, and liaising with the IGC Hub. Locally based, the OA will work closely with the rest of the country team, which consists of a Country Manager, Head of Zambia Evidence Lab, Data Analysts, and Country and Lab Economists. The Office Assistant reports to the Head of the Zambia Evidence Lab but will be guided on day-to-day functions by the Lab Economists.

Duties and Responsibilities

1. Undertake administrative duties, including but not limited to managing a busy email inbox, answering the telephone, taking messages, sending/receiving faxes, photocopying documents, binding reports, and receiving all visitors to IGC office.
2. Responsible for secretarial duties including managing the IGC Country team's diaries and arranging appointments for all members of Country Team.
3. Acting as first point of contact for any administrative matters to determine appropriate action. To support correspondence and communication including drafting correspondence, responding to routine enquiries, logging all mail received, and undertaking follow-up communication as required.
4. Responsible for ensuring implementation of effective IGC branding, in all forms of communication, interpersonal interaction, and publications generated locally, in alignment with the IGC branding policy.



5. Assist in the creation of and maintenance of a database of contacts for use by the Country Team and IGC hub, including but not limited to those in the government, business, and civil society sectors.
6. Assist the Country Team with all office needs, ensuring smooth operation of ongoing office administrative functions including: environment, space, equipment etc., and maintaining an accurate asset register. Ensuring the office is branded with a sign and displaying IGC publications. Making sure rooms are accessible and presentable at all times and general office tidiness.
7. Develop and maintain all country specific security and risk provisions in consultation working closely with and reporting on these activities to the Head of Overseas Compliance (IGC).
8. Assist the Country Team with organizing country and regional events, including the location and booking of venues, invitations for attendees, preparing relevant materials for events, booking travel and accommodation for event attendees, and other logistical tasks. This includes working with other Country Team members on publicity for events, press releases, and other related tasks.
9. Coordinate all catering requirements for the office staff and related events, for the team and for visitors. This includes budgeting and costing for all orders made in consultation with the hosting organization.
10. Liaise regularly with the IGC Hub, including assisting in the preparation of all reports from the Country programme office to IGC Hub and FCDO ensuring accurate and up to date programme data. Support annual returns and other reporting in compliance with company registration requirements, working closely with and reporting on these activities to the Head of International Compliance (IGC).
11. Build and maintain good working relationships with the IGC teams based in London, liaising on relevant matters on a regular basis. To maintain good relationships with key external stakeholders and third party suppliers.
12. Manage everyday office expenses, including timely requests for and then tracking of budget advances sent from the hub; the regular submission of invoices, expenses and receipts, and other financial reporting in line with organisational requirements.
13. Support all visa and immigration processes where needed, such as preparing letters of invitation. To assist and take a lead in the preparation of documents related to the Pre-Departure Information documents for visitors to the country on IGC business.
14. Coordinate local staff inductions specifically ensuring that the office space is equipped to accommodate new starters, showing the new member of the team around the office, the building, and notifying them of relevant health and safety information, security, local eateries, relevant phone numbers etc.
15. Establish and maintain close working relationships with the host organisation for the IGC in-country officer, including but not limited to determining a point of contact in the host organisation, maintaining and develop relationships, remaining in regular contact and supporting and responding to the security, health & safety lead for the host organisation and building where the IGC office is located.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.



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Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.