

JOB DESCRIPTION

Job Title	Director of Digital Technology		
Reports to	Chief Information Officer		
Department	IT		
Job Family	Business Services	Level	6

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 LBS IT department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

We provide specialist capability in IT Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, project delivery, business change and enterprise architecture.

Job Purpose

The Director, Digital Technology is responsible for digital technology solutions that enable LBS to manage the end to end customer experience and that provide enabling digital capability for the School to operate effectively and efficiently.

Led by the School and IT Strategy, the Director, Digital Technology will have full accountability for delivering change to all systems and services that support these School capabilities and will work closely with the Head of IT Delivery Capability to ensure the availability of the appropriate resources (internal staff or external partners).

The systems and capabilities in the Director, Digital Technology remit include, but are not limited to:

- Customer Relationship Management
- Customer Experience Platforms
- Online Payments
- Multi-Channel Marketing Automation
- ERP systems, including finance, HR, facilities and Student Information Systems
- Employee Experience Platforms
- Knowledge Management and Collaboration
- Digital Asset Management

As well as being responsible for change delivery for these systems, the Head of Delivery Technology will provide a 2nd/3rd level service and support capability, working closely with the Head of IT Customer Service Management and Head of IT Delivery Capability to ensure appropriate coverage.

The Director, Digital Technology will be accountable for Technical Product Ownership of key systems within the above portfolio and will work with the Head of IT Delivery Capability to ensure that the right internal staff are allocated to perform this responsibility. They will understand the product roadmap for each product, understand current service issues and how best to exploit product capabilities. They will identify business product owners from the relevant School departments who will be responsible for business requirements and work in partnership with them to ensure the School gets maximum value out of those products.

The Director, Digital Technology will have business relationship management responsibility for a defined **business area <TBD>**. They will build relationships with key stakeholders within these business areas to understand their current and future demand for IT services and solutions and ensure that demand is appropriately managed, even if that demand falls outside of their delivery responsibility. They will act as a point of escalation for the relevant business area about any IT-related issue, whilst encouraging business stakeholders follow agreed procedures.

The Director, Digital Technology will choose the appropriate delivery methodology to deliver change, within the guidelines of an LBS IT preference for Agile methods. They will continuously look to optimize delivery processes and share learnings across IT.

The Director, Digital Technology will compile regular reports showing key delivery metrics, performance against these metrics over time and will own action plans for improving performance.

The Director, Digital Technology will act as a champion across the School for process improvement to make the School more effective and efficient, fully exploiting digital automation opportunities.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- As part of the IT Senior Management Team, contribute to a shared IT strategy to enable the realisation of the London Business School business priorities.
- Develop and lead the implementation of plans for Digital Technology to support the achievement of the agreed strategic goals for IT and LBS.
- Lead the development of Key Performance Indicators to support the assessment of the quality and efficiency of service and solutions delivery.

Partnering and Service Delivery

- Lead the Business Relationship Management function for their nominated School departments to understand their strategic goals and provide subject matter expertise to support and facilitate effective decision-making.
- Provide technical guidance and recommendations as a subject matter expert in order to support the resolution of the most complex issues from all stakeholders, and develop precedents to improve service and solutions delivery.
- Provide professional advice and guidance to senior management, sharing expertise and information to support effective decision-making.

Analysis and Reporting

- Analyse key themes from a wide range of data sources in order to identify issues and how different scenarios may impact upon London Business School and the delivery of its services.
- Produce reports, or oversee the production of reports, in IT Solutions Delivery to drive continuous improvement and effective decision making by senior management.

Compliance

- Lead the creation of policies and procedures for own area and help embed them across IT and the rest of the School.
- Quality-assure the drafting of key policy documents to ensure full compliance with internal/external rules, regulations and legislation governing the delivery of business services and/or business/academic education.
- Specifically ensure adherence to GDPR regulations and the cyber and information security policies of the School.

Supplier/Contractor Management

- Working within School procurement guidelines and frameworks, manage the tendering process to select contracts for the delivery of services, and provide ongoing oversight to, and engagement with, large suppliers/contractors to ensure the School gets maximum value for money.

Collaboration and Relationship Management

- Develop and manage ongoing relationships with key stakeholders to identify and deliver solutions that benefit all parties across London Business School.
- Establish networks across organisational peer groups and outside of London Business School to gather and share information to ensure that professional services are delivered in line with industry best practice.
- Take the lead on and/or represent the IT department in cross-departmental initiatives to enable London Business School to better meet its strategic goals.

Project Management

- Manage complex digitally-enabled change programmes and projects to time, cost and quality, ensuring outcomes match expectations and benefits are demonstrably realized.
- Provide subject matter expertise to strategic, complex and/or high-impact projects to support their successful delivery.
- Contribute to the continuous improvement of the IT project delivery lifecycle

Financial Management

- Contribute to the development of budgets for the department.
- Lead the control of relevant budgets to ensure well planned, value for money and cost control.

Process Improvement

- Use management information to recommend new/enhanced policies and procedures to support business improvement.
- Contribute to the development of new/enhanced policies, processes, solutions and systems, and lead on the implementation of improvements within IT and across the School.
- Actively seek opportunities to improve processes and operating model across the School and areas where IT can work more closely with other business areas to drive efficiency.

People Management

- To lead, develop and manage a team in line with LBS people management competencies, even where the team members are dotted-line reports.

Change Management

- Champion change by role modelling the behavior expected from all colleagues, develop and communicate plans to ensure change is successfully implemented within own division/ department and across the School.
- Partner with the business to identify opportunities for positive, service enhancing change, and develop strategies to ensure the change is successfully implemented and the benefits are realised.

KPIs:

Standard for Level 6 role:

- Well defined, clearly communicated and executed strategies and/or plans for area of work.
- Trusted adviser relationships developed with key stakeholders.
- Excellent stakeholder feedback.
- Development of high-quality policies and processes.

- Smooth operation of reporting cycle in own area producing highly-accurate data which informs decision making.
- Contribution to cross-School initiatives.
- Projects delivered on time, on budget and to quality standards.
- Accurate budgets developed, no overspend and value for money demonstrated.
- Contribution to continuous improvement in School rankings.
- High-quality work delivered by contractors and agencies.
- Support the development of high performing teams, even where team members have a dotted-line relationship.

KPIs specific to Director, Digital Technology

- Service Level Agreement metrics achieved for systems in their portfolio
- Project Delivery against time, cost and quality
- Benefits and Outcome realization
- Software delivery metrics (sprint burndown, agile velocity, lead time etc.)

Knowledge/Qualifications/Skills/Experience required

- Bachelor’s degree or equivalent experience.
- Relevant Professional qualification such as Project/Programme Management, Enterprise Architecture, IT Service Management, SDLC.
- Broad and deep experience in delivering digital solutions in complex and demanding customer environments.
- Strong customer service ethos.
- Strong experience with enterprise IT systems, including but not limited to, Microsoft365, ERP systems, B2C online platforms.
- Excellent communicating and influencing skills, with the ability to negotiate, collaborate and influence.
- Strong experience of managing internal relationships at all levels up to and including C-suite.
- Demonstrable credibility and a network of contacts in digital technology.
- Subject matter expert in legislation, policies, tools or systems applicable to IT Solution Management.
- Project and/or change management certification and experienced in leading and implementing complex business change solutions.
- Broad understanding of each of London Business School’s activities and offerings.
- Ability to scan the horizon, identify industry best practice and translate this into future planning for own area of specialism.
- Proven financial management skills and commercial acumen.

Staff	
Budgets	
Date Updated	

Resources including team management

See Org Chart