# JOB DESCRIPTION

| Job Title | Senior Project Manager | | |
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| Reports to | Head of Delivery Assurance | | |
| Department | IT - Delivery Assurance | | |
| Job Family | Business Services | Level | 4 |

## 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 IT Department at LBS comprises four areas; Business Technology & Innovation; Delivery Assurance; Infrastructure & Media Services and Customer Services.   Together we provide strategy, technology, innovation, information, data, customer and assurance services in the technology domain to the School at its main London campus and at its teaching facilities in Dubai.

BT&I leads on business engagement, strategy setting and solution design supported by a philosophy centred in design thinking and innovation with the customer firmly at the heart of all that we do.

The Infrastructure and Customer Services teams lead on the provision of customer facing IT support services, end user computing services, core infrastructure and innovative classroom technology. They manage technology security and risk.

Our Delivery Assurance team manage the IT portfolio and budgets and ensure all change is expertly delivered and quality assured via its change, programme, project and test teams.

Within IT, we spend a lot of our time building relationships with the business trying to understand their goals and objectives and how we can best serve those needs and those of their own customers.  We are focused on creating excellent customer experiences by providing services that combine technology, systems and processes to support this goal.

We try to anticipate need, respond rapidly to demand, continuously assess the external environment for the best ideas, innovate and ultimately challenge ourselves and the rest of the organisation to be the very best we can.

We have a team of talented and committed individuals, who at a practical level design, build, operate & maintain a technology infrastructure capable of meeting the School's needs today and into the future.   We establish appropriate policy and support the whole community in their use of the technology services we provide.  We ensure that the whole community is kept safe from security risks and threats and that appropriate plans are in place to ensure business continuity in the event of a major incident.  We ensure we are compliant with all our contractual obligations and regulatory requirements.  Finally we assure the quality of technology developments meets the highest of standards and appropriately prepare the business for the successful adoption and imbedding of technology change.

## Job Purpose

This role sits within the IT Delivery Assurance team and has the following primary responsibilities:

- to provide expert project/programme management resource on IT initiated changes ensuring that they are delivered within budget and on time.
- to work across the School with business units to manage large scale business projects/ programmes with significant IT product components and budgets of £150k+
- to ensure project management best practices and IT procedures are followed in respect of procurement, implementation and product delivery on all associated projects

More specific activities include:

- Preparation and maintenance of all key project/programme documentation ensuring high standards and consistency at all times
- On boarding, defining and initiating new projects working with both business sponsors and the IT PMO
- Establishing project teams and stakeholder networks
- Monitoring and controlling the end to end project delivery lifecycle
- Measuring and reporting on project progress in terms of delivery, budgets, risks and issues

- Ensuring effective stakeholder management throughout a project with regular engagement at all levels
- Displaying a positive customer service attitude and understanding of our customer's needs throughout project delivery

## Key Areas of accountability and Key Performance Indicators (KPIs)

**Key areas of accountability:**

**Strategy and Planning**

- Contribute to the development of operational plans in the area of project management
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery for the project management team

**Partnering and Service Delivery**

- Partner with relevant area to understand their business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making and project delivery
- Use specialist knowledge and information to manage the diagnosis and resolution of technical issues, escalating the most complex where appropriate.
- Manage the delivery of activities within designated projects, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

**Analysis and Reporting**

- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

**Compliance**

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

**Supplier/Contractor Management**

- Monitor the quality of work delivered by third-party suppliers and agencies hired to work on projects to ensure it is to the required standard, and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

**Collaboration**

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

**Project Management**

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

**Financial Management**

- Manage designated project budgets, fulfilling financial management and reporting requirements and ensuring the effective use of financial resources within budget.

**Process Improvement**

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

**Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Work with Business Readiness colleagues to consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

**KPIs**

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Contribution to the development of policies, processes and systems.

| Knowledge/Qualifications/Skills/Experience required |
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| • Degree level education, ideally, or relevant work experience<br>• Prince2 certification or equivalent<br>• Agile PM certification or equivalent experience highly desirable<br>  Managing successful programmes (MSP) qualification of benefit but not<br>     essential<br><br>**Experience – essential**<br><br>• Successful completion of a number of projects in a medium to large size organisation especially those relating to Cloud migration and technologies<br>• Recent experience of working with third party suppliers and managing supplier relationships and resources<br>• Recent experience of managing the procurement of IT systems<br>• Proven strong, stakeholder engagement<br>• Management of project budgets<br>**Experience – advantageous**<br><br>• Change management<br>• Knowledge of/working in the HE sector<br><br><br>**Skills**<br><br>• Ability to work to strict deadlines in a high-pressure environment and to influence others to do likewise<br>• Excellent problem solving<br>• Ability to translate technical information for end users and create confidence and enthusiasm in the customer |

- Resource management
- Negotiation
- Strong written and verbal communication
- Flexibility
- Competent user of all MS Office products, MS Project and MS Visio

| Resources including team management |
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| • Matrix management of all project team resources<br>• Management of project budgets |

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| **Staff** | Matrix management not people management |
| **Budgets** | Capital project budgets, not operational budgets |
| **Date Updated** | June 2020 |