

JOB DESCRIPTION

Job Title	Senior Project Manager		
Reports to	Head of Project and Central Services		
Department	Delivery Capability IT		
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 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

- To work with the IT team 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 in respect of procurement, implementation and product delivery are followed on all associated projects

Key Areas of accountability and Key Performance Indicators

Key areas of accountability:

Project Documentation

- Apply and champion the IT project methodology ensuring that there is a consistent set of documents, software tools, terminology
- Prepare and maintain all project documentation including PADs/stage gate packs; Project Plans; Project Reports; Risk Register; Issues logs etc to agreed school standards
- Prepare and issue meeting agendas, minutes, reports

Project/Programme Planning & Delivery

- Work with the Delivery Director to on-board new projects and confirm key initial information re objectives, drivers and scope
- Initiate projects and determine the necessary resources, skills and knowledge for the project team. Set up the project team and ensure that all personnel are fully briefed on the project purpose and what their role will be
- Matrix manage the project team and other department stakeholders to ensure successful delivery to plan
- Monitor and control all aspects of the project
- Manage risks, issues and dependencies at both a project and inter project level. Produce detailed analysis of project issues so decisions can be made in terms of the best way forward
- Measure and report performance of projects and prepare and present reports to the Delivery Director, other members of IT, committees, project boards and other staff groups
- Maintain and report on project budgets ensuring these are accurately reforecast each month and reported up to the IT Portfolio. Directly control all spend up to £25k
- Manage the closure of projects and production of lessons learned reports. Liaise with the Delivery Director to ensure key changes are absorbed into the IT project methodology

Customer/stakeholder management

- Manage the relationship with the project sponsor and other key stakeholders ensuring regular engagement throughout the project lifetime
- Use a range of reporting and communication techniques to keep stakeholders, IT and the wider School community, informed of project progress. Work with the assigned change manager to ensure communication is aligned across all aspects of the project
- Demonstrate a positive customer service attitude and embody the School's Values.
- Respond to messages and requests from customers in a timely fashion

Key Areas of accountability and Key Performance Indicators

Recruitment

- Assist the Head of Project & Central Services with recruitment of new project managers and their subsequent on-boarding and induction

Knowledge/Qualifications/Skills/Experience required

Knowledge/Qualifications Required:

- Prince2 certification or equivalent
- Agile PM certification or equivalent experience highly desirable
- Managing successful programmes (MSP) qualification of benefit but not essential

Experience – essential

- Successful completion of a number of projects in a medium to large size organisation
- Recent experience of working with third party suppliers and managing supplier relationships and resources
- Recent experience of managing the procurement of IT systems
- Proven strong, stakeholder engagement
- Management of project budgets

Experience – advantageous

- Change management
- Knowledge of/working in the HE sector
- Experience of working in an agile environment and with agile development/'project management methodologies

Skills

- Ability to work to strict deadlines in a high pressure environment and to influence others to do likewise
- Excellent problem solving
- 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

- Matrix manage the project team and other department stakeholders

Staff	None.
Budgets	Project budgets. Management – any amount. Approval level - up to £25k
Date Updated	16 March 2022