JOB DESCRIPTION

Job Title	Director of IT Delivery Capability		
Reports to	Chief Information Officer		
Department	IT		
Job Family	Business Services	Level	5

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

LBS IT runs a "resource pool" model to ensure appropriate allocation of resources to change initiatives. The Director, IT Delivery Capability is responsible for ensuring that the IT team has the right mix of resources (including staff and partners) at the right time to meet the strategic objectives of LBS IT, within budget constraints

The Director, IT Delivery Capability will work very closely with the Director, Teaching and Learning Technology, the Director, Digital Technology and the Director, IT Platforms (who have the accountability and responsibility for digital change delivery) to understand their objectives, their resource requirements and ensure that they have the right resources at their disposal when they need them. The Director, IT Delivery Capability will maintain a forward-looking resource plan that is transparent across the IT team and will establish and manage the processes to keep those plans up to date.

The Director, IT Delivery Capability will build and maintain a team of high-quality IT professionals including, but not limited to, project managers, software developers, UX designers, infrastructure specialists, business analysts, business change specialists and test and QA resources. They will ensure their personal and professional development and ensure that these "communities of practice" are and continue to be at the top of their profession. When these resources are allocated onto projects, the day to day management will be handled by the relevant functional leads.

LBS It are committed to moving to a "DevSecOps" operating model wherever appropriate. The Director, IT Delivery Capability will drive this change with their software development, infrastructure and QA teams and will work closely with IT SMT colleagues to ensure successful outcomes.

Working with the Director, Strategy and Architecture and other members of the IT SMT, the Director, IT Delivery Capability will use our strategic partners and other smaller providers to help provide the right mix of our resources to flexibly match demand.

The Director, IT Delivery Capability will also manage the central IT Portfolio Management capability, ensuring accurate project and programme reporting, demand management and ensuring project benefit analysis. They will facilitate the triage process for assessing and prioritizing the IT demand pipeline, ensuring full transparency and alignment to strategy.

IT budget accountability is shared across the IT senior management team (SMT) but the Director, IT Delivery Capability will maintain, manage and report on the aggregated IT budget and ensure plans are in place to achieve budget targets. They will be responsible for day to day vendor and contract management, working closely with peers on IT SMT and the finance and procurement dept.

The Director, IT Delivery Capability's team will be accountable to ensure information vital to effectively manage the IT function is captured and through the School knowledge management platforms. Individual IT departments will be accountable for maintaining their own information but this function will ensure overall adherence to our knowledge management objectives.

The Director, IT Delivery Capability will compile regular reports showing key metrics, performance against these metrics over time and will own action plans for improving performance.

The Director, IT Delivery Capability 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 IT Delivery Capability 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

- 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 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

- Contribute to the tendering process to select contracts for the delivery of services, and provide ongoing oversight to, and engagement wit, 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

- 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.
- Drive the adoption of DevSecOps processes across the IT team.
- 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.

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 5 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.

KPIs specific to Director, IT Delivery Capability

- Project Delivery against time, cost and quality
- Employee engagement
- IT budget realization
- Vendor relationship health
- Benefits and Outcome realization

Knowledge/Qualifications/Skills/Experience required
• Bachelor's degree or equivalent experience. • Relevant Professional qualification such as Project/Programme Management, Enterprise Architecture, Business Analysis, Business Change, IT Service Management, SDLC. • Strong customer service ethos. • Experience with enterprise IT systems change projects, 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 IT, Change and Project Management. • 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.

Resources including team management
See Org Chart

Staff	
Budgets	
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