JOB DESCRIPTION

Job Title	Business Transformation Manager		
Reports to	Senior Manager, Business Transformation		
Department	Business Transformation, DECC		
Job Family	Business Services	Level	3

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 Degree Education Department contributes to the School vision by:

- Attracting and selecting talent from around the World
- Creating an environment in which students can learn
- Maximising student and alumni career opportunities through developing their career skills and engaging with employers

We aim to create a world-class learning environment for a global, cross-generational community of intellectually curious, critical thinkers.

Delivering world-class global programmes is at the heart of what we do, whilst ensuring that we maintain a commercial perspective. Ranked among the best in the world, our master's degree programmes shape individuals into global business leaders. Our programme portfolio consists of 12 programmes: Masters in Management, Global Masters in Management, Masters in Financial Analysis, Masters in Analytics and Management, Master in Finance Full-time and Part-time programmes, MBA, Executive MBA London and Dubai Programmes, EMBA-Global (partnership with Columbia Business School), and Sloan Masters in Leadership & Strategy. Every year we recruit approximately 1,500+ students from all over the world, and at any given moment we have more than 2,500 students. Our students study in London, Dubai, New York and Hong Kong.

The Business Transformation Team enables the delivery of degree education by product managing Degree Education's portfolio of business systems, software applications and learning tools. This includes ensuring the continuous improvement of existing technology, alongside the development of new applications to support the student experience. The team also provide oversight of the department's technical projects portfolio. These projects often include a significant change focus on people and processes. The team provide specialist expertise in the management, delivery and implementation of projects, with particular focus on business analysis and design and change management to deliver world-class customer experiences and drive the School's sustainability agenda through increasing efficiency and effectiveness.

The Team comprises experts in programme & project management, business & data analysis, comms & change, agile development and systems thinking and work regularly with external contractors to ensure technically complex projects are delivered effectively.

Job Purpose

The Business Transformation Manager will deliver the teams' goals by:

- Managing products within Degree Education's technology portfolio, including business systems, in-house software applications and SaaS learning tools
    - o Documenting requests and requirements from users for system improvements
    - o Contributing to design solutions to deliver requirements
    - o Providing frontline support to internal users (staff and faculty)
    - o Coordinating bug fixes with the Technology Application Support and Development Teams
- Delivering projects within Degree Education's technology project portfolio
    - o Managing projects
    - o Providing business analysis support to capture requirements, map processes, complete gap analysis and options development
    - o Define solutions
    - o Manage communications and change
    - o Benefits management
- Supporting the development & implementation of new technical solutions
    - o Work as part of the Agile Development Team as a Subject Matter Expert or Product Owner
    - o Support business analysis activities to document requirements, define new ways of working and measure benefits
    - o Providing data analysis to support data-driven decision making
- Contributing to School-wide projects, representing DECC as a Subject Matter Expert

The Business Transformation Manager is expected to develop an understanding of Degree Education processes alongside those from other areas of the School that deliver teaching and learning and use this knowledge to support stakeholders in the design of new ways of working. The Business Transformation Manager is responsible for the analysis, design and recommendation of solutions to meet business requirements, with a focus on providing sustainable, scalable processes to increase efficiency and effectiveness.

The Business Transformation Manager will also contribute to the management of projects and lead workstreams within larger projects/programmes. The role will also have the opportunity to contribute to larger, cross-School projects providing excellent opportunities to develop skills at an institutional level.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Product Management

- Represents customer/user requirements and prioritises new features and changes
- Represents Degree Education on School-wide technology and data projects
- Resolves operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.

Process Improvement

- Creates functional design specifications, detailed requirements and use cases ensuring that operational and support considerations are considered.
- Facilitates workshops for requirements gathering.
- Applies workflow and process flow design.
- Provides input to the project planning processes, provides estimates to Project Managers, participates in team meetings and provides regular progress updates.
- Monitor processes, systems and practices that support the delivery of teaching & learning and/or support the student experience. Plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

Project Management

- Plan and deliver a range of projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.
- Works with business customers and project managers, prepares business cases and total cost of ownership / benefit assessments in justification for new projects or solutions.
- Manages project inter-dependencies between different parts of the organisation and between project streams.

Analysis and Reporting

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.
- Define implementation plans for new solutions that will embed change effectively

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

Delivery and Support

- Respond to requests from stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders to upskill and educate others in the business support services provided.

KPIs:

- Delivery of high-quality solutions
- Projects delivered on time, on budget and to quality standards and targets.
- Technical products maintain service and issues are addressed quickly and effectively
- Production of high-quality reports, with the identification of trends and issues.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures that drive efficiency and effectiveness for teams within Business Transformation and for DECC

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience
- Specialist qualification in Business Analysis or Project management, Agile Methodology knowledge/experience, desirable
- Experience working in Higher Education desirable
- Good communication skills and the ability to break down technical issues and explain them in simple terms
- Excellent stakeholder engagement skills with experience managing non-technical stakeholders
- Experience of using software designed to deliver learning or
- Data literacy and understanding of data management
- Good project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem-solving skills.

• Positive experience of working within a customer-services orientated environment.	
Resources including team management	
None	

Staff	0
Budgets	n/a
Date Updated	05 May 2023