

# JOB DESCRIPTION

<b>Job Title</b>	<b>Product Owner, Communication and Collaboration</b>		
<b>Reports to</b>	<b>Director, IT Platforms</b>		
<b>Department</b>	<b>Technology</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>4</b>

## 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 custom 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 Technology 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 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 Communication and Collaboration Product Owner is responsible for the strategic ownership, development, and continuous improvement of the organisation's communication and collaboration platforms. The role ensures that services built on the Microsoft 365 (M365) suite and our Azure environment are reliable, secure, user-centric, and aligned with organisational objectives, enabling effective collaboration, communication, and productivity across academic and professional services.

Acting as the primary link between users, technical teams, partners, and stakeholders, the Product Owner defines and prioritises the product roadmap and backlog, translating business, teaching, and research needs into clear, actionable requirements. They work closely with engineers and delivery teams, using Azure DevOps to manage work, track progress, and drive iterative improvement.

The post holder is accountable for maximising the value of communication and collaboration services, ensuring they meet governance, security, and compliance requirements while evolving in line with user needs and the wider digital strategy.

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

### **Key areas of accountability:**

#### **Product Strategy & Roadmap**

- Define and maintain the product roadmap for our M365 estate to ensure it delivers meaningful business outcomes and aligns with the organisation's strategic objectives.
- Lead the prioritisation of remediation activity to match Microsoft's strategy and tooling.
- Collaborate with customers and partners to shape and deliver the strategy and shape the organisation's technical direction, ensuring the collaboration suite provides a positive customer experience across all touchpoints.

#### **Use Case Development & Delivery**

- Identify, validate, and deliver high-value use cases that directly contribute to the School's strategic goals.
- Collaborate with stakeholders across sales, marketing, customer service, advancement and operations to understand needs, prioritise opportunities, and translate business challenges into actionable work items.
- Lead the end-to-end delivery of enhancement, change, and automation, balancing speed, quality, and scalability to maximise impact.
- Partner with internal teams and external vendors to co-create solutions, ensuring seamless integration with existing systems and alignment with business processes.

- Measure and communicate the business value realised through each use case, using data insights to inform continuous improvement and future priorities.

### **Stakeholder Engagement & Change Management**

- Act as a central point of contact for all matters related to the collaboration suite, fostering trust, collaboration, and shared ownership across the School.
- Engage with teams across sales, marketing, customer service, advancement, operations and Technology to surface needs, align priorities, and identify opportunities where we can create measurable value.
- Champion the Microsoft vision and adoption within the School, promoting the benefits of a unfired customer view to drive adoption and cultural change.
- Coach and empower stakeholders on tooling best practices, building internal capability and confidence to use the available suite of tools effectively.

### **Governance & Compliance**

- Ensure licensing and product selection remains compliant and that the school can take full advantage of future development and direction.
- Maintain oversight of data protection, privacy, and security risks within collaboration suite, proactively addressing risks and ensuring responsible data stewardship.
- Work closely with governance and legal teams to uphold the highest standards of compliance, while balancing innovation and agility.
- Champion sustainable and ethical practices that build trust with customers, partners and stakeholders.

### **Collaboration**

- Build and sustain strong working relationships with colleagues across Technology, Cyber Security, Software Development and operational teams to ensure collaboration suite is secure, scalable, and aligned with broader technology strategies.
- Lead cross-functional collaboration by influencing without authority, bringing together diverse teams to co-create solutions that deliver business outcomes.
- Manage partnerships with external vendors, ensuring they deliver high-quality, timely outcomes in line with School priorities and governance standards.
- Act as a bridge between technical and non-technical stakeholders, translating business needs into deliverable solutions and fostering shared understanding across functions.

### **KPIs:**

- Delivery of high-impact, measurable use cases that create measurable business and customer value.
- Positive feedback, adoption and engagement metrics across customer service and operational teams.
- Compliance with organisational policies, governance frameworks data protection and ethical standards.
- Platform performance, user satisfaction, and roadmap milestones achieved.
- Successful cross-functional collaboration with strong relationships built across internal teams and external partners to enable seamless delivery.
- Product lifecycle of all tooling is managed and planned for.

### **Knowledge/Qualifications/Skills/Experience required**

- Proven experience in a Product Owner, Product Manager, or similar role, ideally within an infrastructure, IT services, or digital workplace environment.
- Strong practical knowledge of the Microsoft 365 (M365) suite, including services such as Teams, SharePoint, OneDrive, Exchange Online, and associated collaboration and communication capabilities.
- Experience working with technical infrastructure or platform teams, with the ability to understand and prioritise complex technical and operational requirements.
- Demonstrable experience managing product backlogs, roadmaps, and delivery using Agile or iterative delivery approaches.
- Hands-on experience using Azure DevOps to manage backlogs, user stories, epics, and delivery tracking.
- Ability to gather, analyse, and translate user, business, and service requirements into clear, well-defined user stories and acceptance criteria.
- Strong stakeholder management skills, with experience engaging a wide range of users, technical specialists, and senior stakeholders.
- Good understanding of service management, governance, and operational considerations, including availability, security, and compliance.
- Experience balancing competing priorities to maximise value, manage dependencies, and deliver outcomes within agreed constraints.
- Excellent communication skills, with the ability to clearly articulate vision, priorities, and decisions to both technical and non-technical audiences.
- Strong analytical and decision-making skills, informed by user needs, service performance, and organisational objectives.

**Resources including team management**

N/A

<b>Staff</b>	N/A
<b>Budgets</b>	N/A
<b>Date Updated</b>	April 2026