

JOB DESCRIPTION

Job Title	Agile Coach		
Reports to	Director, IT Delivery Capability		
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 Digital Solutions & IT Service Delivery, Software Development, Teaching and Learning Technology, platform integration, data management, cyber security, project delivery, business change and enterprise architecture.

Job Purpose

Responsible for creating agile processes and working with teams within the School to adopt agile practices and methods while embedding agile values and mindsets.

Coach, mentor and guide teams to help them stay on track with agile techniques, fine-tuning approaches as needed whilst fostering effective, transparent, and cohesive teams, and to enable better outcomes, solutions, and products/services for staff, faculty and customer.

Work both within the IT Department, our product owners, but also more broadly across the Senior Management Team across London Business School.

Coach and guide the scale up of our Delivery Capability based on continual value streams, underpinned by Agile approaches. Each delivery workstream will center around core components to our Strategy.

Work across all delivery workstreams, supporting, challenging and collaboratively designing our new delivery methodology and processes. Conducting regular review sessions and health checks against our delivery, reporting to the IT SMT on maturity and performance.

Working with the IT Senior Management Team, and workstream leads to define outcome metrics that will give visibility to progress and achievements.

Working closely with the Director of IT Delivery Capability to help transform the approach to financial and team resource allocation in order to optimise delivery.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Collaboratively with IT SMT develop Key Performance Indicators to measure the quality and efficiency of programme delivery.

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.

- Lead and coach the delivery of activities within a specialist area, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

Collaboration

- Work strategically across senior stakeholders within the School to coach and mature the understanding of Agile practices.
- 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 success from 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.

Agile Project Management / Coaching

- Lead agile workshops for both product development and functional teams, as well as key stakeholders
- Promote and advocate a culture of continuous improvement, setting goals and milestones and being accountable for them
- Effectively communicate agile principles, scrum practices and overall operating model across the organisation
- Champion the use of metrics and other objective measures across teams
- Keep an objective perspective on issues and troubleshoots by applying agile principles
- Coach and mentor scrum masters ensuring they have everything they need to be successful in their roles.

Financial Management

- Coach the team within IT and Finance to transform financial planning and reporting to align to our continual delivery workstreams, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- May carry responsibility for a specific budget, fulfilling financial management 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.

People Management / Coaching

- Facilitate learning and development through individual and team coaching
- Coach senior management, both within IT and across the School in Agile practices to ensure adoption of best practices

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.
- 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.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects deliver value outcomes.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- 5+ years experience as an Agile Coach
- Experience of leading projects in Agile Methodologies.
- Excellent communication skills with the ability to engage a variety of audiences.
- Sound working knowledge of policies, regulations and legislation in area of specialism.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- In-depth knowledge of business education/specialist area.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.

Staff	None
Budgets	
Date Updated	02.12.2021

Resources including team management

This role will not have any direct line management, but will be coaching and networking with School SMT members as well as internal IT SMT and Functional Team Managers across the IT Department.