

JOB DESCRIPTION

Job Title	Head of Project & Central Services		
Reports to	Director, 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 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 lead and direct the overall strategy, planning, delivery, quality assurance, continuous improvement and resource allocation of the Project Management and Central Services team and their outputs and provide guidance on any issues escalated.
- To lead, manage, motivate, guide, support and get the best out of all Project Management and Central Services staff and to ensure that we deliver excellent customer service

Job purpose

- To ensure your team use best practice tools, techniques and frameworks to deliver high quality project management and central services
- To support the Director, Delivery Capability in prioritising demand and resource availability (IT & business), quantifying impact (budget and resource) and ensure priorities are clearly understood across the team / impacted stakeholders
- In order to deliver against the strategic priorities of the IT Department, and to continue to provide value to the LBS Community, you must commit to working across functions as well as within your own domain. This commitment includes proactive consultation with others, sharing information freely, and a commitment to deliver outcomes in the best interest of IT and LBS
- Responsible for managing the central IT Portfolio Management capability, ensuring accurate project and programme reporting, demand management, and measurement and tracking of benefit realisation.
- Responsible for facilitating the triage process for assessing and prioritising the IT demand pipeline, ensuring full transparency and alignment to strategy.
- Define, maintain and quality assure project management methodology(s) in collaboration with colleagues and ensure all projects are delivered in line with them
- Manage the effective planning and delivery of the IT project portfolio from resource allocation through project initiation delivery to project closure in agreement with all relevant IT SMT Directors
- Provide help, guidance and training on project management across the School.
- Responsible for maintaining, managing and reporting on the aggregated IT budget and ensure plans are in place to achieve budget targets.
- Responsible for day-to-day vendor and contract management, working closely with peers on IT SMT and the finance and procurement dept.
- Facilitate the capture of all internal IT knowledge. Individual IT departments will be accountable for maintaining their own information but this function will ensure overall adherence to our knowledge management objectives.
- Responsible for co-ordinating (internal IT to IT) communications with support from relevant subject matter including communication experts
- The team will compile regular reports showing key metrics, performance against these metrics over time and will own action plans for improving performance.

Key Areas of accountability and Key Performance Indicators

Key areas of accountability:

Strategy and Planning

- Contribute to the development of a vision/strategy for Project Management and Central Services team and broader Delivery Capability team to enable the realisation of the London Business School vision.
- Develop and lead the implementation of plans for Project Management and Central Services team to support the achievement of wider departmental/organisational goals.

Key Areas of accountability and Key Performance Indicators

- Lead the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

Partnering and Service Delivery

- Partner with relevant area to understand their strategic goals and provide subject matter expertise to support and facilitate effective decision-making.
- Provide technical guidance and recommendations as a subject matter expert in order to support the resolution of the most complex issues from all stakeholders, and develop precedents to improve service delivery within own specialist area.
- 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 own area of specialism, to be used by senior management in the decision-making process.

Compliance

- Lead the creation of policies and procedures for own area and help embed them across 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.

Supplier/Contractor Management

- Manage the tendering process to select contracts for the delivery of services, and provide ongoing oversight to, and engagement with 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 area/department in cross-departmental initiatives to enable London Business School to better meet its strategic goals.

Project Management

- May manage projects in own area of specialism, or contribute to cross-School projects, providing subject matter expertise to help achieve projects objectives.
- Provide subject matter expertise to strategic, complex and/or high-impact projects to support their successful delivery.

Financial Management

Key Areas of accountability and Key Performance Indicators

- 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 to support business improvement.
- Contribute to the development of new/enhanced policies, processes, solutions and systems, and lead on the implementation of improvements in a defined area of Business Services.

People Management

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, develop and communicate plans to ensure change is successfully implemented within own division/ department.
- 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:

- 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 Projects & Central Services Manager (to be agreed)

- Portfolio, programme and project delivery against agreed metrics (time, cost and quality)
- IT budget and financial reporting to agreed metrics
- All vendors and contracts administered to an agreed standard

Key Areas of accountability and Key Performance Indicators

- Triage process implementation and ongoing performance
- Curation and delivery of meaningful reporting mechanisms
- Effectiveness of resource management

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Prince2 and Agile PM certification or equivalents essential
- Management of Portfolios (MoP) qualification useful but not essential
- Significant experience in a project/change management role in a medium to large size organisation
- Significant experience of portfolio/programme/project management using leading methodologies and processes
- Experience of working with or within a PMO
- Excellent project and time management and organisational skills
- Proven planning and budget management experience, particularly in an IT environment
- Proven experience of contract/vendor/procurement management
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant experience of software related to own area of specialism, with the ability to build basic models or tools.
- 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

Resources including team management

- Project Managers (direct & possibly third party)
- PMO administrators (direct)
- Vendor / financial / budget administrators (direct)

Staff	Approx 7 direct (with the addition of external resource on occasion)
Budgets	Indirect whole Dept IT Opex and CapEx
Date Updated	24 June 2021