JOB DESCRIPTION

Job Title	Programme Delivery Manager, Cyber Security		
Reports to	Chief Digital and Information Officer		
Department	Technology		
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 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.

Cyber security transformation is a key focus area, and a step-change in approach and security posture is required to ensure that flexible solutions are built with security embedded by design to reduce the risk of business impacting security incidents. The School is determined to offer demonstrable cyber security intent, compliance and structured progress over a sustained period.

Job purpose

- Lead a programme of initiatives for London Business School to:
    - Deliver foundational security processes and services to raise the bar for cyber security and offer visible and demonstrable improvements
    - Support the delivery of secure platforms and services to reduce technical debt, improve security posture, and provide confidence in technology
    - Develop cyber security analytics and response capability to ensure data-driven, risk-based decisions are facilitated and lessons are continuously learned

Job purpose

- - Ensure pragmatic and proportionate protection is applied to all LBS data assets and systems according to the level of risk

  - Develop cyber security resilience via robust incident response capabilities

- Oversee the work of the Project Managers leading delivery streams within the programme, creating a single consolidated view on progress

- Manage external partners to ensure progress is on track and demonstrable improvement in our security posture is evidenced

- Act as the escalation route for any emerging programme risks and issues are brought to the attention of the sponsor (CDIO)

Key Areas of accountability and Key Performance Indicators

Key areas of accountability:

Project Documentation

- Working alongside the Head of Projects and Central Services, to assure the appropriate documentation is prepared and maintained in the context of your delivery

- Applying appropriate project and programme controls and monitoring, reporting progress, deviations and seeking approval for any necessary changes from the relevant stakeholders and sponsoring groups

- Using Azure DevOps to create a clear view of work in progress and overall health of delivery.

Programme Planning & Delivery

- Initiate the Cyber Security Programme, and determine the necessary resources, skills and knowledge for the delivery team. Set up the delivery team and ensure that all personnel are fully briefed on the overarching programme delivery objectives, and what their role will be

- Matrix manage the delivery team, project managers for the distinct streams of work, and other department stakeholders (many of whom may be Director level) to ensure successful delivery to plan

- Monitor and control all aspects of the delivery

- Manage risks, issues and complex interdependencies at both a project and inter project level. Produce detailed analysis of project issues and take a lead role in determining mitigating actions

- Measure and report performance of the projects you are responsible for, and prepare and present reports to the CDIO, other members of Technology, committees, project boards and other staff groups

- Maintain and report on project budgets ensuring these are accurately reforecast each month and reported up to the Technology Portfolio.

- Manage the closure of projects and production of lessons learned reports. Liaise with the Head of Projects and Central Services to ensure key changes are absorbed into the Technology knowledge base.

Procurement and Supplier Management

- Take a lead role in setting up new suppliers required against the delivery programme, including leading on the procurement process for new software vendors.
- Manage the performance and output of third-party vendors and partner organisations who are supplying resources or services to the project delivery (consultancy / skilled resources / burst capacity to the team).

Customer/stakeholder management

- Understanding the operating model of Technology and also the School, and effectively engaging and building robust relationships with stakeholders across the School to secure appropriate business involvement to support delivery.
- Actively contributing to the leadership and culture of the programme, continuing to make Technology an excellent place to work and providing direction to the staff working within the team.
- Establishing and maintaining a supportive and stimulating working environment within the team that generates high capability, high performance, and efficient, effective delivery.
- Demonstrates gravitas and instils confidence when engaging with Senior Stakeholders and Directors on programme progress and any associated issues.
- Use a range of reporting and communication techniques to keep stakeholders, Technology, and the wider School community, informed of project progress. Work with the assigned change manager to ensure communication is aligned across all aspects of the project
- Demonstrate a positive customer service attitude and embody the School's Values.
- Respond to messages and requests from customers in a timely fashion

Recruitment

- Assist the CDIO and Director of Delivery Capability as required if additional recruitment is required to ensure the delivery of the Cyber Security Programme.

Knowledge/Qualifications/Skills/Experience required

Knowledge/Qualifications Required:

- A deep understanding of Governance, Risk and Compliance (GRC) in relation to Information Security across an organisation and how it links to overall GRC activity essential
- Recognised Project Management certification or equivalent experience desirable
- Managing successful programmes (MSP) qualification of benefit but not essential

Experience – essential

- Successful delivery of cyber security projects and programmes in medium to large size organisations
- Strong evidence of managing complex programme level inter dependencies and risks
- Strong evidence of leading time-critical, high-value projects and or programmes
- Recent experience of working with third party suppliers and managing supplier relationships and resources
- Proven strong, stakeholder engagement
- Management of project budgets

Experience – advantageous

- Delivery of projects to achieve information security standards i.e. ISO27001
- Change management
- Knowledge of/working in the Higher Education sector
- Experience of working in an agile environment and with agile development/'project management methodologies

Skills

- Experience of building, motivating, and leading delivery teams and maintaining a supportive and collaborative working environment within the team that promotes equality, diversity and inclusion
- Ability to influence and persuade others to take a specific course of action when there is no direct line of command or control and direct others to undertake tasks.
- Excellent written and verbal communication skills with the ability to present complex information clearly and effectively in appropriate styles at all levels.
- Strong interpersonal skills with the ability to establish positive working relationships and influence people at all levels within the organisation including a challenging customer base.

Resources including team management

- Matrix manage the delivery team(s) and other department stakeholders shaping the work of the Delivery Leads and coaching them.

Staff	None direct, matrix leadership of Programme team resources
Budgets	Project budgets: Management – any amount. Approval level - up to £25k
Date Updated	24 February 2023