

JOB DESCRIPTION

Job Title	Head of Delivery – Platforms		
Reports to	Director, IT Platforms		
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 Analysis, User Experience Business Change and Enterprise Architecture.

Job Purpose

The Head of Delivery - Platforms is accountable for the end-to-end delivery performance of a defined technology domain, for this role the Platforms Team.

This role provides strategic leadership across multidisciplinary delivery teams, ensuring initiatives are prioritised, sequenced, governed and delivered in alignment with School objectives.

The Head of Delivery - Platforms owns delivery health, resource planning, stakeholder confidence and continuous improvement within their domain, working closely with Architecture, Product, DevOps, Integration, BAU and wider business leadership.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Domain Delivery Leadership

- Accountable for delivery outcomes across the Platforms Team.
- Translate strategic objectives into coherent delivery roadmaps.
- Ensure prioritisation aligns to agreed portfolio and School strategy.
- Maintain visibility of cross-team dependencies and domain-wide risks.
- Act as senior escalation point for delivery challenges.

People & Capability Leadership

- Coordinating a multidisciplinary delivery team (DBA, Software Engineer, Senior Systems Administrator and other roles), working towards a shared domain outcome.
- Support workforce planning, capability development and succession planning.
- Foster high-performing, psychologically safe delivery teams.
- Drive consistency in ways of working across the Platform Team.
- Support recruitment and onboarding within the domain, of both perm staff and contracting roles.

Portfolio & Demand Management

- Working closely with the Director, IT Platforms, and senior stakeholders to shape demand intake and prioritisation.
- Balance BAU, technical debt and strategic initiatives.
- Maintain realistic forecasting and capacity planning.
- Provide clear reporting dashboards to Technology and School governance forums as required.

Governance & Financial Oversight

- Ensure appropriate governance is applied proportionately.
- Oversee RAID management across domain initiatives.
- Monitor and forecast domain budgets in collaboration with Head of PMO and Director, IT Platforms.
- Support the Director, IT Platforms with Azure consumption trend data, supporting the annual and 5 year financial forecasts.
- Ensure supplier engagements align to agreed contracts and performance standards.

Stakeholder & Executive Engagement

- Build trusted relationships with Product Owners, operational and senior School stakeholders.
- Communicate delivery performance transparently.
- Manage expectations and trade-offs.

Continuous Improvement & Delivery Maturity

- Champion sustainable delivery practices.
- Improve predictability, quality and flow.
- Embed lessons learned across the Platform Team.
- Contribute to wider Technology delivery strategy and operating model evolution.

KPIs:

- Predictable delivery against agreed roadmaps.
- Stakeholder satisfaction across the domain.
- Reduction in delivery escalations.
- Improved team engagement and retention.
- Reduction in avoidable rework and defects.
- Balanced allocation across BAU, change and technical debt.

Knowledge/Qualifications/Skills/Experience required

Essential

- Significant experience leading complex delivery portfolios.
- Proven experience managing multidisciplinary delivery teams.
- Strong understanding of Agile and hybrid delivery models.
- Experience operating in complex stakeholder environments.
- Demonstrated accountability for delivery outcomes at scale.
- Financial awareness and budget oversight experience.
- Ability to influence at senior and executive levels.

Desirable

- Experience in Higher Education or similar complex organisations.
- Experience across SaaS, cloud and legacy ecosystems.
- Exposure to large-scale transformation initiatives.

Staff	Matrix Management team of 10
Budgets	
Date Updated	26/02/2026