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| **Job Title** | **Senior Project Manager** |
| **Reports to** | **Head of Project and Central Services** |
| **Department** | **Technology** |
| **Job Family** | **Business Services**  | **Level** | **4** |

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| **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.  |

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| **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 Technology Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform Integration, Data Management, Cyber Security, Project Delivery, Business Change and Enterprise Architecture.
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| **Job purpose** |
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| * To project manage the transformation project to reimagine London Business School’s Customer Experience Journey (the initial phase being ‘Aware to Admit’).
* To work collaboratively within a cross-school team to ensure the business change is delivered through implementation of a brand-new technology ecosystem, leveraging automation, process optimisation and standards.
* To work with the Technology team, cross school SMEs and external partners to provide expert project management ensuring that the project is delivered within budget and on time
* To ensure project management best practices and Technology procedures in respect of procurement, implementation and product delivery are followed on all associated projects
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| **Key Areas of accountability and Key Performance Indicators** |
| **Key areas of accountability:**Project Documentation* Apply and champion the Technology project methodology ensuring that there is a consistent set of documents, software tools, terminology
* Prepare and maintain all project documentation including PADs/stage gate packs; Project Plans; Project Reports; Risk Register; Issues logs etc. to agreed school standards
* Prepare and issue meeting agendas, actions and decision logs

Project/Programme Planning & Delivery* Work with the Head of Projects and Central Services to ensure all project quality standards are met.
* Determine the necessary resources, skills and knowledge for the project team. Set up the project team and ensure that all personnel are fully briefed on the project purpose and what their role will be
* Matrix manage the project team and other department stakeholders to ensure successful delivery to plan
* Monitor and control all aspects of the project
* Manage risks, issues and dependencies at both a project and inter project level. Produce detailed analysis of project issues so decisions can be made in terms of the best way forward
* Measure and report performance of the project and prepare and present reports to the Head of Projects and Central Services, Sponsors, other members of Technology, Committees, Project Board and other staff groups
* Maintain and report on project budgets ensuring these are accurately reforecast each month and reported up to the Technology Portfolio. Directly control all spend up to £25k
* Manage the closure of project or stage and production of lessons learned reports. Liaise with the Head of Projects and Central Services to ensure key changes are absorbed into the Technology project methodology
* Arrange and facilitate (if needed) project retrospectives

Customer/stakeholder management* Manage the relationship with the project sponsor(s) and other key stakeholders ensuring regular engagement throughout the project lifetime
* 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 Head of Project & Central Services with recruitment of new project managers and their subsequent on-boarding and induction (if required)

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.
* Contribute to 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 business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.
* Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
* Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

Analysis and Reporting * Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
* Extract data from multiple sources, check its integrity and produce reports for use by management.
* Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Compliance * Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

Supplier/Contractor Management * Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

Collaboration * 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 satisfaction with service 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.

Financial Management * May oversee the co-ordination of financial planning and reporting, 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 * Whilst there is no direct line management, there will be matrix management of a blended project team consisting of individuals within the Technology department, cross-school SMEs and partners.

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 ensureappropriate 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 delivered on time, on budget and to quality standards.
* 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.
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| **Knowledge/Qualifications/Skills/Experience required** |
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| Knowledge/Qualifications Required:* Bachelor’s degree or equivalent experience.
* Professional qualification or equivalent experience

Experience – essential* Successful completion of a number of projects in a medium to large size organization
* Evidence or experience of delivering projects in a customer experience domain (e.g. CRM, Marketing Automation, Customer Data Platform)
* Recent experience of working with third party suppliers and managing supplier relationships and resources
* Management of project budgets

Experience – advantageous* Change management
* Knowledge of/working in the HE sector
* Experience of working in an agile environment and with agile development/project management methodologies

Skills* 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.
* Ability to prioritise and focus on material issues.
* In-depth knowledge of business education/specialist area.
* Experience of leading projects.
* Experience in effectively managing external suppliers/contractors.
* Financial management experience and commercial acumen.
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| **Resources including team management** |
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| * Matrix manage the project team and other department stakeholders
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| **Staff** | None. |
| **Budgets** | Project budgets. Management – any amount. Approval level - up to £25k |
| **Date Updated** | 17/01/2025 |