

JOB DESCRIPTION

Job Title	Head of Business Analysis & Change		
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 analysis, user experience 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 Business Analysis & Business Change team and their outputs and provide guidance on any issues escalated.
- To ensure their team use best practice techniques to understand and analyse business problems and opportunities and recommend and get stakeholder buy-in for solutions that enables the School to achieve its strategy.

- 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
- To work closely with the Directors of Teaching and Learning, Digital Technology, Platforms and Customer Services to deliver business analysis, user experience, change management and training capabilities, resources and services to all School projects/initiatives as required
- To take overall responsibility for delivery of business change activities on the School's major technology change projects working with colleagues within IT and across the whole School
- To take overall responsibility for the management and delivery of the School's IT training function
- To maintain best practice change management tools and templates and provide authoritative advice and guidance to colleagues across the School on all aspects of change management
- To manage, motivate, guide, support and get the best out of all business analysts, user experience specialists, change managers and trainers reporting into this role.
- To ensure the professional disciplines of business analysis, business change and user experience are maintained and continuously improved to ensure LBS understands and can exploit best practice.
- To lead, manage and oversee concept/feasibility work and where required ensure appropriate business applications are architected, procured and successfully implemented
- To develop and enhance relationships with IT & business stakeholders in order to facilitate improved planning and strategic alignment, to manage expectations and monitor and address satisfaction levels
- To lead the development of the customer/user experience practice within IT and collaborate on developing a CX/UX framework across the School
- To provide help, guidance and training on business analysis, user experience, change and training across the School
- Working closely with the Director of Strategy and Architecture develop and mature the School's business architecture and artefacts and other architectural practices as required

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Lead the development of the strategy for the Business Analysis & Change Team, 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 business departments to understand their business goals, problems, opportunities and requirements and provide them with professional or technical advice and share expertise and information to support effective decision-making and to build strong and effective relationships
- Use knowledge and expertise to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities, 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.
- Liaise across the team to prepare outputs such as change impact assessments to inform review, planning and decision-making

Compliance

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures within the business analysis, change and training domains 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 and Relationship Management

- 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.

Project Management

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

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

- Translate the Division/Department vision in to a meaningful purpose for the team and inspire the team to achieve it.
- Set and develop appropriate culture for the team, through role modelling the School's values, setting behavioural expectations and supporting team wellbeing. Ensure team are aware of and comply with all relevant policies and procedures.
- Define and communicate the team's priorities and workload, in line with the wider Departmental priorities and team job roles.
- Manage performance/achievement/engagement to ensure that the team achieves individual priorities and collaborates with colleagues to achieve wider goals.
- Role model, encourage and enable collaboration across the team(s), to ensure high levels of engagement and collective achievement of goals.
- Identify team development needs, develop plans and create/promote learning opportunities, to enable good performance and impact in current role and appropriate career progression. Coach and mentor as appropriate

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 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 agreed performance metrics for the team or department.

- Contribution to the development of policies, processes and systems.
- Highly engaged and motivated team demonstrated through engagement and retention levels and excellent performance.
- Evidence of cross-team collaboration.
- Team feedback on clarity of purpose and focus, behavioural and performance expectations, guidance, development and career support.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualifications or equivalent experience within the following domains: business analysis (essential), change management (essential), business relationship management (highly desirable), customer experience (highly desirable), user Experience (highly desirable) ,enterprise architecture (highly desirable); project management (highly desirable), ITIL (desirable)
- Significant experience of software/models/methodologies related to domains indicated above
- Experience of delivering effective business change in a project / programme environment
- Experience and knowledge of how people go through change and the change process
- Experience of working with change models and frameworks
- Experience and knowledge of change management principles, theories, methodologies and tools
- Experience of working in an agile environment and with agile development/project management methodologies
- Experience with large-scale organisational change
- Highly skilled and experienced business analysis practitioner/manager
- Excellent communication skills with the ability to engage a variety of audiences and translate complex technology issues into understandable business language
- Excellent working knowledge of best practice, policies, regulations and legislation in area of specialism.
- Excellent analytical and problem solving skills.
- Ability to lead on strategy development where required
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- In-depth knowledge of business analysis domain
- Experience of leading projects.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.
- Ability to prioritise complex competing demands and clearly explain rationale for decisions
- Excellent people leadership skills and proven experience of leading and motivating teams to success
- A desire to learn, a thirst for knowledge, the desire to constantly improve and deliver excellent customer experiences and exceed expectations

Skills

- Exceptional communication skills – both written and verbal
- Excellent active listening skills
- Ability to clearly articulate messages to a variety of audiences
- Ability to establish and maintain strong relationships

- Proven coaching skills; ability to development others
- Ability to influence others and move toward a common vision or goal
- Flexible and adaptable; able to work in ambiguous situations
- Able to work effectively at all levels in an organisation
- Must be a team player and able to work collaboratively with others
- Familiarity with project management approaches, tools and phases of the project lifecycle

Resources including team management

Line Manage IT Business Analysts; user experience specialists, change managers and trainers (may include management of some third party resources in relevant domains)

Staff	Currently a team of 9 internal staff but could include a mixture of internal resources too
Budgets	Not applicable
Date Updated	05/08/2021

