

Job Title	Manager, Educational Technology		
Reports to	Senior Manager, Educational Technology		
Department	Business Operations and Services		
Job Family	Learning	Level	3

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

Business Operations & Services (BOS) provides a set of cross-School services that support the effective operation and sustainable growth of the School. The department works in partnership, and to provide essential operations and services, to Degree Education students, Executive Education participants, faculty and staff by ensuring that key services are delivered consistently, reliably, and at scale.

BOS brings together a selective group of scale-critical and risk-bearing services where clear ownership, standardisation, and resilience are essential. Its focus is on providing high quality service, ensuring consistency and efficiency, and strengthening operational reliability across the School.

Through defined service ownership, agreed service levels, and a data-informed approach to continuous improvement, BOS enables all audiences and stakeholders to focus on their core activities, while ensuring that the School's operating model can support increasing complexity and growth.

Job Purpose

To support the annual rollout of courses on Canvas and provide guidance, technical support and training on the appropriate use of Canvas to support learning, teaching and assessment. To support attendance monitoring systems and processes.

To manage and contribute to a range of projects.

The post holder will have a collaborative approach, excellent technical, communication and organisation skills and be able to work flexibly in a complex working environment.

Key Relationships:

- Subject Area/faculty support teams
- Faculty
- Programme Teams
- Central Services Teams including Assessment Team
- Digital Learning team including Library
- Technology Team
- Quality Assurance
- External suppliers- Instructure (Canvas), SEAtS.

Key areas of accountability:

Course Delivery

- Work with Technology Team on the annual course rollover process, including the integration with the School's student admin system
- Set up programme and course areas in the LMS and ensure that they meet Degree Education's minimum standards and structure
- Carry out quality checking of courses prior to publication
- Provide specialist expertise to inform the design and set up of assessment, learning activities/programmes in line with current thought leadership and best practice
- Monitor the completion of activities to ensure time and quality deadlines are met
- Monitor the development of technology and trends in own area and use insights

Attendance monitoring

- Support operational administration of attendance monitoring system and processes
- Monitor data imports and liaise with Technology to help troubleshoot and resolve issues
- Produce reports as required for stakeholders.

Staff/Faculty/Student support

- Respond to edtech and attendance support queries from staff, faculty and students
- Create training and best practice guides
- Deliver training and induction sessions
- Manage the efficient and timely distribution of information to key stakeholders
- Understand individual subject area and programme educational technology needs
- Maintain a sound understanding of London Business School offerings.

Collaboration

- Assist the Senior Manager, Ed Tech, with the provision of support for LMS user queries, training and induction
- Liaise with colleagues in Programme Offices, Central Services, Subject Areas to manage and co-ordinate the VLE/LMS build and ensure that the timeline and deadlines are communicated clearly
- Liaise with Faculty and SA staff to communicate progress and timely delivery of course area set up and uploading of digital course materials
- Liaise and consult with colleagues in Careers Centre, Executive Education, Library, Digital Learning, Technology and AV
- Collaborate closely with team members and other departments across the School to enable cross department working, sharing of intelligence, identifying new opportunities and the development of high-impact learning experiences
- Provide specialist information and guidance across School departments as necessary to inform other programmes of work.

Continuous improvement projects

- Monitor feedback from internal stakeholders, suggest improvements and implement once agreed
- Review roadmap for Canvas and other educational technology tools, review new features and assess value for LBS making recommendations for implementation
- Plan and deliver a range of EdTech projects in accordance with well-defined processes, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure the successful delivery of learning programmes.
- Provide support for special projects as requested
- Contribute to the schools' 5 year plan of innovation and digital transformation.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues and follow through on new activities or actions to bring about change to help support its successful implementation.
- Produce and distribute reports from Canvas and related learning tools.

Data management

- Ensure data is managed, stored and archived securely and in line with best practice and regulatory requirements
- Manage roles and permissions within education technology systems in line with best practice
- Identify opportunities to automate practices wherever possible and reduce manual processing.

Analysis and reporting

- Create and maintain monitoring mechanisms for key performance indicators, e.g. quality, impact and/or cost of learning interventions, undertaking research as required to gather information against quality standards
- Undertake data analysis, developing recommendations to inform planning and decision making to create a more effective student/participant experience. Liaise across the team and other departments to prepare reports to inform review, planning and decision making
- Produce and distribute reports from Canvas and related learning tools.

KPI's

- Delivery of high-quality learning programmes, events and resources. Projects delivered on time, on budget and to quality standards and targets. Area/team compliance with necessary regulations/processes.
- Timely and robust co-ordination of all internal and external resources.
- Production of high-quality reports, with the identification of trends and issues
Development of relationships within and outside the team, and positive feedback from all stakeholders
- Improvements to processes and procedures in own area of specialism.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Proven experience of working in Higher Education administration or environment.
- Proven VLE/LMS experience (eg. Canvas, Blackboard, Moodle).
- Awareness of Sharepoint and use of Microsoft Teams
- Proven experience of working with HTML, CSS, and JavaScript.
- An awareness of key challenges implementing education technologies in Higher Education Institutions or equivalent organisations.
- Excellent stakeholder engagement skills with experience of managing a large range of different stakeholders.
- Excellent organisational skills and meticulous attention to detail.
- Sound understanding of the wider School's offerings and those of competitors.
- Sound project management skills.
- Strong analytical and problem solving skills. Ability to work under pressure and to tight deadlines.
- Data literacy and understanding of data management.

Staff	0
Budgets	N/A
Date Updated	2026

