

# JOB DESCRIPTION

<b>Job Title</b>	<b>Product Owner, AI (Artificial Intelligence)</b>		
<b>Reports to</b>	<b>Director - Strategy and Architecture</b>		
<b>Department</b>	<b>Technology</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>5</b>

## 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.

The School's Data & AI Strategy sets out a vision for responsible, secure, and innovative use of data and artificial intelligence. Generative AI capabilities are an emerging pillar of this strategy, driving innovation across teaching, learning, research, and operations.

## Job Purpose

This role is responsible for leading the product development and strategic scaling of the School's Artificial Intelligence (AI) capabilities.

The role will oversee the School-wide AI ecosystem, inclusive of driving the adoption of generative AI, as well as predictive AI (e.g. using techniques such as statistical analysis and machine learning to forecast future outcomes, behaviours, and trends).

LBS is committed to developing a secure and responsible AI environment that supports both horizontal and vertical capabilities. In this context, horizontal capabilities refer to foundational AI tools and systems that can be used across all departments and functions to deliver value. Vertical capabilities, on the other hand, are specialised AI solutions tailored to the unique needs of specific areas like teaching, research, or operations.

The Product Owner will guide the ongoing development of AI at LBS across these areas—identifying high-impact applications, leading their implementation, and ensuring alignment with the School's strategic goals and Responsible AI Principles.

Working in close collaboration with colleagues across the School and with external partners, this role bridges product management, technology delivery, and stakeholder engagement. It is pivotal to ensuring the sustainability and impact of generative AI at LBS.

The role will also be involved in ongoing delivery of broader initiatives as set out by the School's Data & AI Strategy, and Technology Strategy.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### Key areas of accountability:

#### **Product Strategy & Roadmap**

- Define and maintain the product roadmap for AI at LBS in alignment with LBS's Data & AI Strategy, ensuring it delivers meaningful outcomes to all user groups.
- Lead prioritisation of AI use cases across teaching, learning, research and operations, applying product management methodology.
- Monitor AI solution performance, adoption and stakeholder feedback, leveraging technical acumen and data analytics to drive continuous improvement.
- Oversee the development and integration of AI tooling ensuring alignment with the needs of all user groups.

#### **Use Case Development & Delivery**

- Identify, validate, and deliver AI use cases that are aligned with business objectives and create measurable business value.
- Partner with internal teams and external vendors to deliver high-impact AI-enabled solutions.
- Technically adept to contribute hands-on in the development process.

- Lead development of AI agents and automation where appropriate.

### **Stakeholder Engagement & Change Management**

- Act as a central point of contact for all matters related to AI at LBS.
- Work with faculty, students, staff, including the faculty led Data Science & AI Initiative, to identify opportunities to build adoption and drive cultural change.
- Drive capability-building through workshops, demos and training initiatives.

### **Governance & Responsible AI**

- Embed governance, compliance, academic integrity and responsible AI considerations into AI product development, and related use cases.
- Work closely with governance and legal teams to uphold the highest standards of compliance, while balancing innovation and agility.
- Champion sustainable and ethical generative AI practices that build trust across all stakeholder groups.

### **Collaboration**

- Work closely with the broader Central Data Team, Cyber Security Team, and Software Development Team to ensure the AI solutions remains secure, scalable and aligned with broader technology strategies.
- Work closely with stakeholders to respond to issues raised, and to manage ongoing demand.
- Act as a bridge between technical and non-technical stakeholders, translating business needs into defined requirements.
- Build strong relationships with the internal academic community and operational and innovation leads across the School.
- Support alignment with the Data Science & AI Initiative's strategic initiatives.
- Work closely with the Central Data Team to support delivery of broader initiatives under the Data & AI Strategy, as required.

### **KPIs:**

- Delivery of high-impact AI use cases that create measurable business value aligned with the LBS Data & AI Strategy, and the School's objectives.
- Positive feedback and adoption metrics across academic and operational teams.
- Compliance with organisational policies, governance frameworks, and responsible AI principles.
- Platform performance, user satisfaction and roadmap milestones achieved.
- Effective cross-functional collaboration with academic and operational stakeholders, with strong relationships built across internal teams and external partners.

Knowledge/Qualifications/Skills/Experience required	
	<ul style="list-style-type: none"> <li>• <b>Product Management:</b> Proven experience in developing and maintaining product roadmaps, prioritising features, leading the product lifecycle, and delivering business value through technology solutions.</li> <li>• <b>Technical Acumen:</b> Understanding of technical aspects related to AI, including risks and opportunities, with the ability to be hands-on in the development and issue resolution processes.</li> <li>• <b>Data Skills:</b> Understanding and appreciation of concepts relating to data governance, data quality management, data privacy and compliance legislation, data integration, and data analytics, and their relation to AI.</li> <li>• <b>Stakeholder Leadership:</b> Strong ability to engage, influence and align stakeholders across functions.</li> <li>• <b>Agile Methodology:</b> Familiarity with agile methodologies; working within cross-functional teams to deliver iterative improvements.</li> <li>• <b>Change Management Expertise:</b> Demonstrated ability to lead change initiatives, drive adoption of innovative solutions, and address resistance.</li> <li>• <b>Communication Excellence:</b> Outstanding verbal and written communication skills, capable of translating complex technical concepts into accessible messages for diverse audiences.</li> <li>• <b>Problem-Solving and Innovation:</b> Strong analytical and creative thinking skills, with the ability to identify opportunities, solve complex problems, and deliver innovative AI solutions that unlock measurable business value.</li> <li>• <b>(Preferred) Higher Education Experience:</b> Experience in higher education or similarly complex stakeholder environments is advantageous.</li> <li>• <b>(Preferred) Project Management:</b> Experience leading projects from inception to completion, managing timelines, risks, vendors and resources to achieve strategic outcomes.</li> </ul>

Resources including team management	
	<p>This role does not initially have direct reports but will work in close partnership with internal technical teams and external delivery partners. As the AI ecosystem scales, future line management or vendor oversight responsibilities may be required.</p>

Staff	N/A
Budgets	N/A
Date Updated	September 2025