

JOB DESCRIPTION

Job Title	IT Project Administration Support		
Reports to	Delivery Lead		
Department	Operations – IT – Delivery Assurance		
Job Family	Business Services	Level	2

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 mind-set. 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

Within Operations, IT provides technology and information services to the School at its main London campus and teaching facilities in Dubai.

This includes IT infrastructure; customer services; business systems; teaching technologies; desktop operating systems and applications; and project & programme management services to the wider school community.

The strategy of the IT department is to support the achievement of the School's vision through:

- Core IT infrastructure - the establishment of an effective foundation of core systems and capabilities
- IT Customer Service - Continuous improvements to ensure the highest possible services are delivered to Students, Staff & Faculty.
- Teaching and Learning Experience - the introduction of the latest technology to improve the quality of the learning journey and enhance the faculty, student and participant experience
- Business Solutions - the implementation, upgrade and enhancement of applications and processes that improve the School's operational effectiveness

- Investment and Growth - the exploration and exploitation of development opportunities to support the School's growth plans
- Operational Improvements - the delivery of upgrades and improvements to existing systems and processes to underpin day to day activity.

Job Purpose

This is an administrative position which provides key support to the IT Delivery Assurance team and the portfolio of projects they manage.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support within the School, solving routine problems in a specific area, and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- Monitor levels and order standard materials/resources, ensuring that appropriate stock levels are maintained within budget.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Co-ordinate team calendars and meetings to support efficient and effective team working.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.

Analysis and Reporting

- Organise, upload into and monitor systems, databases and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Collate information to produce regular standardised management reports to support decision making within the department.
- Conduct analysis to support the identification of trends and forecasting to further enable effective planning.
- Collaboration and Support
- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

Project Management

- Provide ad hoc support (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities

Financial Management

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.

Process Improvement

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

KPIs:

- High-quality support service provided to all stakeholders.
- Production of high-quality materials.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required
<ul style="list-style-type: none"> • Further education or equivalent. • May hold vocational qualification in a project management related subject • Good communication skills and the ability to address a variety of stakeholders. • Sound working knowledge of standard IT packages, systems and/or databases. • Experience of software related to own area of specialism. • Proactive approach to relationship development with colleagues. • Good attention to detail. • Good time management skills with the ability to organise and prioritise. • Good team working skills and the ability to work collaboratively. • Ability to interpret and apply guidelines to a specific activity. • Experience in standard financial management processes. • Experience of working in a customer facing environment. • People management experience (for Operational Team Leaders only).

Resources including team management
Key Stakeholders <ul style="list-style-type: none"> • Delivery Assurance Team • IT: Infrastructure, Customer Services • BTI • School administrative staff • All business units

Staff	None
Budgets	None
Date Updated	December 2019