

JOB DESCRIPTION

Job Title	Data & AI Delivery Manager		
Reports to	Head of Data & AI		
Department	Technology		
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 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. This includes strengthening the School's data foundations, data platform, data governance and data-led use cases, alongside developing AI capabilities that drive innovation across teaching, learning, research, and operations.

Job Purpose

This role is responsible for shaping, coordinating, and delivering a growing portfolio of Data and Artificial Intelligence (AI) initiatives across London Business School. The Data & AI Delivery Manager will oversee the delivery lifecycle of multiple concurrent data and AI use cases and products, ensuring alignment with the School's strategic priorities, policies, and technology standards.

Operating across maturing data foundations and a rapidly evolving AI governance landscape, the role requires balancing pace of innovation and delivery with effective risk management, governance, and operational sustainability. The postholder will act as a central coordination point across business stakeholders, technology teams, delivery partners, and external vendors.

The role will maintain oversight across the broader Data and AI portfolio, identifying dependencies, duplication, opportunities for reuse, and shared delivery risks. This includes delivery of data-focused initiatives such as data products, reporting and analytics capabilities, platform enhancements, integrations, and governance-led improvements, alongside AI solution delivery.

The Data & AI Delivery Manager will support portfolio planning, prioritisation, financial oversight, and resource coordination across internal teams and third-party partners, helping bridge capability gaps and ensuring effective allocation of delivery capacity as the portfolio matures.

Key Areas of accountability and Key Performance Indicators (KPIs)

Portfolio Delivery & Coordination

- Lead and coordinate a portfolio of multiple concurrent Data and AI use cases from discovery through MVP, pilot, deployment and operational handover.
- Maintain oversight of timelines, dependencies, risks, delivery status and outcomes across the Data and AI portfolio.
- Establish practical delivery governance and operating models for Data and AI initiatives in a fast-evolving environment.
- Ensure data-focused initiatives such as reporting and analytics products, data platform enhancements, integrations, and governance-led improvements are planned and delivered alongside AI solutions.
- Balance speed of delivery with risk management, compliance, and security considerations.

Stakeholder Management & Delivery Alignment

- Act as a delivery coordination point between the Head of Data & AI, AI product Owner, business sponsors, academic and operational stakeholders, Technology teams, and third-party delivery partners.
- Facilitate prioritisation, decision-making and alignment across multiple competing initiatives and stakeholder groups.
- Help translate strategic priorities and business requirements into coordinated delivery plans and actionable workstreams across both data and AI use cases.

Internal Capacity, People Leadership & Vendor Management

- Provide leadership and management across the delivery resources supporting the Data and AI portfolio, including internal teams, external partners, and any dedicated capability established as the portfolio matures.
 - Support portfolio-wide capacity planning and resource coordination across internal teams and external suppliers.
 - Exercise people management responsibilities where applicable, including line management, coaching, performance support and team development, with scope expected to scale over time.
 - Identify delivery bottlenecks, capability gaps and resourcing risks, proposing mitigation strategies where required.
 - Coordinate vendor activities and ensure effective collaboration between internal and external delivery resources.

Data & Platform Enablement

- Coordinate dependencies relating to enterprise data platform, integrations, data governance, architecture and information security.
- Work closely with Data, Cyber Security and Architecture teams to ensure Data and AI initiatives align with enterprise standards, data governance requirements, and target-state architecture.
- Support delivery of parallel enabling workstreams required for sustainable data capability and AI capability across the School.
- Coordinate data delivery initiatives that improve data quality, availability, governance, and accessibility for reporting, analytics, and operational decision-making.

Governance, Risk, Financial Management & Reporting

- Implement appropriate governance, reporting and assurance processes across the Data and AI portfolio.
- Track delivery progress, risks, issues, dependencies, budgets and benefits realisation.
- Support financial planning, forecasting and monitoring for Data and AI initiatives, including third-party delivery spend and resource-related costs, with accountability likely to scale as the portfolio matures.
- Support responsible AI practices and ensure appropriate consideration of compliance, data privacy, academic integrity and operational risk.

Adoption & Operationalisation

- Support pilot execution, stakeholder feedback collection, rollout planning and adoption activities.

- Help transition successful Data and AI solutions from experimentation or project delivery into sustainable operational services.

KPIs:

- Successful delivery and coordination of multiple Data and AI initiatives aligned to the LBS Data & AI Strategy.
- Portfolio reporting accuracy, governance compliance and effective risk management across Data and AI initiatives.
- Stakeholder satisfaction and effective cross-functional collaboration across business and technology teams.
- Effective management of portfolio dependencies, capacity constraints, budgets and third-party delivery relationships.
- Progression of value-aligned Data and AI initiatives from pilot to adoption and operational use.
- Alignment of Data and AI delivery activities with responsible use principles, security standards and governance requirements.

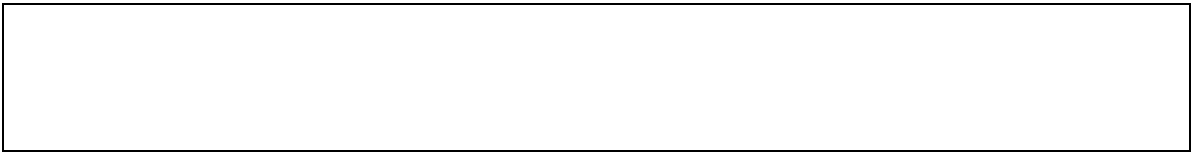
Knowledge/Qualifications/Skills/Experience required

- Strong experience managing complex technology or digital delivery portfolios, including data, AI or emerging technology initiatives.
- Proven ability to coordinate multiple concurrent projects with shared dependencies and evolving governance structures.
- Strong programme or portfolio management capability, including governance, reporting, risk management, dependency management and benefits tracking.
- Demonstrated people leadership experience, including line management, team development, resource planning, and leadership of multidisciplinary delivery teams.
- Experience balancing pace of innovation with operational, security, compliance and delivery risks.
- Strong stakeholder engagement and influencing skills across technical and non-technical audiences.
- Experience managing third-party suppliers, delivery partners and mixed internal/external delivery teams.
- Experience of supporting budget management, forecasting, supplier spend oversight and financial tracking within delivery portfolios.
- Understanding of Data and AI technologies and their practical implementation considerations, including generative and agentic AI and data-driven solutions.

- Good understanding of data governance, data platforms, reporting and analytics, integrations, security and enterprise technology environments.
- Strong organisational, communication and facilitation skills.
- Experience working within agile and iterative delivery environments.
- Ability to operate effectively in ambiguity and support the establishment of new governance and delivery processes.
- (Preferred) Experience within Higher Education or similarly complex stakeholder environments.
- (Preferred) Relevant project, programme or portfolio management qualifications (e.g. Agile, PRINCE2, MSP, PMP).

Resources including team management

This role will not initially have direct reports but will work in close partnership with internal technical teams, operational stakeholders, and external delivery partners. As the role develops, the role is expected to take on broader people management responsibilities.



Staff	N/A
Budgets	Initial responsibility for supporting budget tracking, forecasting and supplier spend oversight across the Data and AI portfolio, with financial accountability expected to scale over time in line with portfolio maturity and team growth.
Date Updated	May 2026