JOB DESCRIPTION

Job Title	Head of Portfolio		
Reports to	Deputy Chief Digital and Information Officer		
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, data and technology solutions required for the effective running of London Business School.

We provide specialist capability in Technology Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform Integration, Data Management, Cyber Security, Project Delivery, Business Change and Enterprise Architecture.

Our customers span our staff, faculty, prospective and current students and participants, alongside our significant global alumni community. Our role in Technology is to ensure the highest quality, reliable and seamless digital experience to our end users.

Job purpose

- To lead and direct the overall strategy, planning, delivery, quality assurance, continuous improvement and resource allocation of the Project Management and Central Services team and their outputs and provide guidance on any issues escalated.
- To lead and motivate all members of your team, ensuring they deliver business value whilst modelling the London Business School behaviours.
- Develop and lead on best practice tools, techniques and frameworks to deliver high quality project and programme management.

Job purpose

- Prioritise incoming demand and resource availability (Technology and Business), quantifying impact (budget and resource) and ensure priorities are clearly understood across the school.
- Responsibility for managing the central Technology Portfolio Management capability, ensuring accurate project and programme reporting, demand management, resource commitments and measurement and tracking of benefit realisation.
- Responsible for the delivery of the Portfolio of Technology Projects and Programmes.
- Responsible for maintaining, managing, and reporting on the aggregated Technology budget and ensure plans are in place to achieve budget targets.
- Responsible for day-to-day vendor and contract management, working closely with peers on Technology SMT and the Finance (and procurement department).
- Responsible for all project and portfolio communications with support from relevant subject matter including communication experts.

Key Areas of accountability and Key Performance Indicators

Key areas of accountability:

Strategy and Planning

- Contribute to the development of a vision/strategy for Project Management and Central Services team and broader Delivery Capability to enable the realisation of the London Business School strategic aims.
- Develop and lead the implementation of plans for Project Management and Central Services team to support the achievement of wider departmental/organisational goals.
- Lead 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 area to understand their strategic goals and provide subject matter expertise to support and facilitate effective decision-making.
- Provide technical guidance and recommendations as a subject matter expert in order to support the resolution of the most complex issues from all stakeholders, and develop precedents to improve service delivery within own specialist area.
- Provide professional advice and guidance to senior management, sharing expertise and information to support effective decision-making.

Analysis and Reporting

- Analyse key themes from a wide range of data sources in order to identify issues and how different scenarios may impact upon London Business School and the delivery of its services.
- Produce reports, or oversee the production of reports in own area of specialism, to be used by senior management in the decision-making process.

Compliance

- Lead the creation of policies and procedures for own area and help embed them across the School.

Key Areas of accountability and Key Performance Indicators

- Quality-assure the drafting of key policy documents to ensure full compliance with internal/external rules, regulations and legislation governing the delivery of business services and/or business/academic education.

Supplier/Contractor Management

- Manage the tendering process to select contracts for the delivery of services, and provide ongoing oversight to, and engagement with large suppliers/contractors to ensure the School gets maximum value for money.

Collaboration and Relationship Management

- Develop and manage ongoing relationships with key stakeholders to identify and deliver solutions that benefit all parties across London Business School.

- Establish networks across organisational peer groups and outside of London Business School to gather and share information to ensure that professional services are delivered in line with industry best practice.

- Take the lead on and/or represent the area/department in cross-departmental initiatives to enable London Business School to better meet its strategic goals.

Project Management

- May manage projects in own area of specialism, or contribute to cross-School projects, providing subject matter expertise to help achieve projects objectives.

- Provide subject matter expertise to strategic, complex and/or high-impact projects to support their successful delivery.

Financial Management

- Contribute to the development of budgets for the department.

- Lead the control of relevant budgets to ensure well planned, value for money and cost control.

Process Improvement

- Use management information to recommend new/enhanced policies to support business improvement.

- Contribute to the development of new/enhanced policies, processes, solutions and systems, and lead on the implementation of improvements in a defined area of Business Services.

People Management

- Lead, develop and motivate team members within your direct span of responsibility, ensuring performance and growth are prioritized

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, develop and communicate plans to ensure change is successfully implemented within own division/ department.

- Partner with the business to identify opportunities for positive, service enhancing change, and develop strategies to ensure the change is successfully implemented and the benefits are realised.

KPIs:

- Well defined, clearly communicated and executed strategies and/or plans for area of work.

Key Areas of accountability and Key Performance Indicators

- Trusted adviser relationships developed with key stakeholders.
- Excellent stakeholder feedback.
- Development of high-quality policies and processes.
- Smooth operation of reporting cycle in own area producing highly-accurate data which informs decision making.
- Contribution to cross-School initiatives.
- Projects delivered on time, on budget and to quality standards.
- Accurate budgets developed, no overspend and value for money demonstrated.
- Contribution to continuous improvement in School rankings.
- High-quality work delivered by contractors and agencies.

KPIs specific to this role:

- Portfolio, programme and project delivery against agreed metrics (time, cost and quality)
- Technology budget and financial reporting to agreed metrics
- All vendors and contracts administered to an agreed standard
- Triage process implementation and ongoing performance
- Curation and delivery of meaningful reporting mechanisms
- Effectiveness of resource management

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Prince2 and Agile PM certification or equivalents essential
- Management of Portfolios (MoP) qualification useful but not essential
- Significant experience in a project/change management role in a medium to large size organisation
- Significant experience of portfolio/programme/project management using leading methodologies and processes
- Experience of working with or within a PMO
- Excellent project and time management and organisational skills
- Proven planning and budget management experience, particularly in an IT environment
- Proven experience of contract/vendor/procurement management
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant experience of software related to own area of specialism, with the ability to build basic models or tools.
- Sound working knowledge of policies, regulations and legislation in area of specialism.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders

Resources including team management
• Project Managers & Programme Managers (direct & possibly third party)
• PMO administrators (direct)
• Vendor / financial / budget administrators (direct)

Staff	Approx 7 direct (with the addition of external resource on occasion)
Budgets	Indirect whole Dept IT Opex and CapEx
Date Updated	December 2023