

JOB DESCRIPTION

Job Title	Director, Digital Content & Educational Technology		
Reports to	Executive Director, Business Operations & Services		
Department	Business Operations & Services		
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

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.

Digital Content & Educational Technology

Digital Content & Educational Technology (DCET) is a newly established School-wide function within Business Operations & Services.

DCET provides platform ownership, delivery enablement and a centre-of-excellence for Education Technology. The function brings together Digital Product Development,

Learning Design and Degree Education EdTech capabilities to create a shared, product-based operating model that supports in-person, blended and digital delivery at scale.

DCET works in close partnership with Degree Education, Executive Education and Digital Learning to ensure platforms and digital content enable delivery excellence, operational resilience and future readiness.

Job Purpose

The Director, Digital Content & Educational Technology provides strategic and operational leadership for the School's education technology platforms and digital content capability.

The role is accountable for establishing DCET as a high-performing, School-wide centre of excellence that:

- Provides single product ownership for core learning platforms
- Ensures robust, scalable and compliant delivery of learning technology services
- Enables high-quality digital content development and reuse
- Aligns platform roadmaps with School strategy and future digital learning models
- Balances innovation with operational stability and risk management

The Director will lead the integration of previously distributed capabilities into a cohesive function, embedding clear governance, transparent prioritisation and consistent service standards across the School.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- In partnership with the Executive Director, Business Operations and Services, develop and implement the DCET strategy aligned to the School's Digital Learning Strategy and Business Operations & Services priorities.
- Establish and embed a product-based operating model for learning platforms.
- Define and oversee platform roadmaps, prioritisation frameworks and release governance.

- Develop and agree Key Performance Indicators to assess quality, efficiency, adoption and impact

Partnering and Service Delivery

- Act as single accountable owner for core learning platforms (e.g. LMS, attendance monitoring solutions and associated integrations).
- Balance competing School-wide priorities using transparent governance mechanisms.
- Ensure platforms are configured, governed and evolved as whole-School solutions rather than isolated tools.
- Lead evaluation and recommendation of platform enhancements or changes in line with long-term strategic direction.
- Lead Digital Product Development and Learning Design capability to support high-quality digital and blended learning experiences.
- Enable scalable content creation and reuse across Degree Education, Executive Education and other School functions.
- Identify opportunities to improve alignment between content creation and content delivery platforms

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.
- 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.
- Ensure appropriate standards, templates, QA processes and accessibility compliance are embedded in digital content development.

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 senior stakeholders across Degree Education, Executive Educations and Technology 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 development of the plan and budget for online learning including tracking of performance and targets.
- 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 and inspire a multi-disciplinary team including platform specialists, learning designers and digital product professionals.
- Translate strategic intent into clear team objectives and priorities.
- Set and role model a culture aligned with School values.
- Manage performance, engagement and development to ensure high levels of accountability and impact.
- Identify capability gaps and support professional development in evolving EdTech and digital learning practices

Change Management

- Lead the integration of teams into the new DCET structure, ensuring clarity of roles, responsibilities and ways of working.
- Champion consistent School-wide standards and governance in education technology.
- Partner with business units to embed new processes and service models with minimal disruption.

KPIs:

- Clearly articulated and executed DCET strategy aligned to School objectives.
- Transparent and effective platform roadmap governance.
- High platform reliability and compliance performance.
- Strong stakeholder satisfaction and trusted adviser relationships.
- Demonstrable value for money in supplier and licence management.
- Projects delivered on time, on budget and to quality standards.

- Continuous improvement in digital enablement capability and service delivery

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Significant leadership experience within education technology, digital learning or enterprise platform environments
- Demonstrable experience of product ownership and roadmap governance.
- Excellent communication and influencing skills, with the ability to negotiate, collaborate and influence.
- Experience of managing internal relationships at all levels.
- Demonstrable credibility and a network of contacts in an area of expertise.
- Subject matter expert in legislation, policies, tools or systems applicable to own area of specialism.
- Project or change management certification and experienced in leading and implementing complex business change solutions.
- Broad understanding of each of London Business School's activities and offerings.
- Ability to scan the horizon, identify industry best practice and translate this into future planning for own area of specialism.
- Proven financial management skills and commercial acumen.
- Experience of supplier/contract management and procurement processes

Resources including team management

Fixed headcount of 12 staff, with oversight for freelance contractors.

Staff	12
Budgets	Accountable for DCET operational budget including platform licensing, supplier contracts and team expenditure.
Date Updated	22 February 2026