

# JOB DESCRIPTION

<b>Job Title</b>	<b>Project Support Officer - Aware to Admit</b>		
<b>Reports to</b>	<b>Senior Project Manager – A2A</b>		
<b>Department</b>	<b>Technology</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>3</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 IT Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, project delivery, business change and enterprise architecture.

## Job Purpose

London Business School (LBS) is undertaking a major digital transformation to enhance how we attract, engage, and support our prospective learners, participants, alumni, corporate partners, and global community. As part of this transformation, LBS is implementing Salesforce Education Cloud and Marketing Cloud, with our delivery partner.

The Project Support Officer is a critical role, ensuring the CRM ecosystem delivers operational excellence while elevating the customer experience to reflect LBS's premium positioning. The role serves as a key support role for the Project Manager, business stakeholders, project team, and Agile delivery teams.

Working as a core member of the Aware to Admit Project Delivery Team, this role is responsible for supporting the delivery, project team, development team, testers and stakeholders. Where appropriate, maintain and take full ownership of project documentation and ensuring these are of a quality standard.

Supporting design and implementation phase, and successful delivery and rollout of Salesforce solution. Preparing documentation and making sure it is up-to-date, and version control. Working with agile delivery team and being experienced in agile delivery, you will support the Project Manager and be the bridge between the business and the development team.

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

### Key areas of accountability:

#### 1) Delivery Support & Agile Operations

- Provide support Sprint ceremonies: backlog refinement, sprint planning, daily stand-ups, sprint reviews/demos, and retrospectives; calendar management, prepare agendas, minute actions, track owners and due dates.
- Maintain DevOps boards: story hygiene, acceptance criteria completeness, sprint burndown and velocity tracking; produce weekly delivery dashboards.
- Support release management: sandbox strategy, deployment calendars, release notes, change freeze periods (e.g., admissions deadlines), and post-release validation.

#### 2) Governance, Reporting & Controls

- Own and update RAID logs (Risks, Assumptions, Issues, Dependencies) and Decision/Action logs; chase owners; escalate blockers.
- Prepare SteerCo, Design Advisory Group, Project Board packs: milestone status, progress to plan, financials vs budget, and benefits tracking.
- Ensure adherence to LBS PMO standards: templates, quality gates, documentation version control, approvals.
- Financial management; invoice tracking and management, raise purchase orders, follow up approvals and ensure invoice payments are timely, accurate and in budget.

#### 3) Stakeholder & Communications

- Coordinate workshops with Degree Education, Executive Education, LBS Online, Recruitment and Admissions, Alumni and Advancement, Marketing, Technology, Security, Data, and external partners and suppliers.
- Draft and distribute stakeholder updates: sprint summaries, upcoming changes, training schedules, and user readiness messages.
- Maintain and update the communication plan & stakeholder map along with change manager and communications lead; manage A2A mailbox inbox and queries related to CRM transformation.

#### 4) Data, Process & Configuration Admin Support

- Assist team with data migration plan: mapping, validation, reconciliation checklists; coordinate UAT on migrated cohorts.
- Help product owner(s) with process documentation: customer journeys, process maps, data glossary and marketing automations.
- Track Marketing Cloud assets: definitions, journeys, content approvals, suppression lists, consent preferences (GDPR compliance).

#### 5) Assurance, Readiness & Training

- Coordinate and support UAT cycles: test plan collation, case creation, defect triage, retest tracking, sign-off UAT.
- Support training logistics and materials for users, Admissions and Marketing officers
- Assist GDPR/DPA compliance checks: consent capture, unsubscribes, data retention policies, and DPIA evidence.

## 6) Commercial & Vendor Coordination

- Schedule and track Salesforce partner deliverables, invoices, SoWs, and maintain contract artefacts
- Log and follow-up on Salesforce Support tickets; monitor resolution and knowledge article creation

### **KPIs**

- Delivery of high-quality service in area of specialism.
- Production of high-quality reports, and artefacts to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

## Resources including team management

**None. Working with cross-functional team, key business stakeholders, Deloitte Delivery partner and offshore development team**

## Knowledge/Qualifications/Skills/Experience required

### **Essential**

- 2–4 years in Project Support/Coordinator roles in **Agile** environments.
- Experience with a **CRM programme** (preferably **Salesforce**)
- Strong command of **Azure DevOps**, SharePoint, MS Excel/PowerPoint for reporting.
- Excellent organisation, minute-taking, action tracking, stakeholder coordination.
- Familiarity with **UAT**, release notes, and change control.
- Understanding of **GDPR/PECR** in marketing communications; handling consent/preferences.

### **Desirable**

- Exposure to **Salesforce Education Cloud** (Admissions, Advising, Student Success) and/or **Marketing Cloud / Account Engagement (Pardot)** (journeys, segmentation, scoring).
- Experience in **Higher Education** (admissions cycles, executive education sales)
- Basic knowledge of **data migration** concepts (ETL, data quality, deduplication).
- Experience with **RACI, RAID**, and PMO financials (forecast vs actuals).
- Familiarity with **ITIL** service transition and **release** processes.

<b>Staff</b>	<b>Technology Department</b>
<b>Budgets</b>	<b>A2A</b>
<b>Date Updated</b>	<b>December 2025</b>