JOB DESCRIPTION

Job Title	Technology Manager		
Reports to	Director, Technology and Analytics		
Department	Executive Education		
Job Family	**Business Services**	**Level**	**3**

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

Executive Education designs and delivers world-class management and leadership development programmes including a portfolio of over 30 open enrolment programmes for individuals, and customised programmes for global client organisations. With an annual turnover of £40 million, Executive Education accounts for approximately 40% of the School's total revenue and is an essential part of the School's future strategic and growth plans.

The Learning Solutions Team is ultimately responsible for the design and delivery of the most impactful learning journey. It consists of 5 sub-teams:

- Learning Design & Innovation: The team's aim is to design tailored, impactful learning journeys for participants around the world. It provides the learning architecture and supports CDs on bids and pitches and Academic Directors on new open programmes. The team is responsible for launching new products and experiences and owns Exec Ed's approach to

- learning. The Participant Experience Team is accountable for the seamless delivery of outstanding programmes across the globe.
- Custom Solutions: The team is accountable for the diagnostics, detailed design, development, delivery, quality and impact of all custom learning experiences.
- Open Solutions: The team manages our portfolio of open enrolment programmes, working alongside Academic Directors to ensure the design, development, delivery, quality and impact of our learning experiences are outstanding. The team is also responsible for ensuring the overall success of the portfolio.
- Contributor Community: The team's goal is to source, engage, onboard and quality assure world leading Programme Directors, coaches, tutors, facilitators, guest speakers and learning suppliers.

Technology Team: The team supports the development and delivery of outstanding digital learning experiences for participants and clients. It works closely with colleagues across Exec Ed and the School to meet these needs and standards. The team also supports the roll out and enhancement of critical business technology systems, such as MSDynamics. Due to the nature of the role, working patterns are managed on a rota basis Monday to Sunday based on business need.

Job Purpose

To contribute and support the delivery of world class technology services to Executive Education's participants and staff, design and delivery of seamless and impactful learning experiences.

To ensure the continued support, maintenance, development & enhancement of current and new technologies employed in the delivery of Executive Education programmes.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.

- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

Analysis and Reporting

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Compliance

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

Contractor Management

- Oversee onboarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

Project Management

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

Financial Management

- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

Process Improvement

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing

needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- This may be supported be a specialist qualification.
- May be working towards relevant professional qualification.
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Experience of using software related to own area of specialism to extract, analyse and report on data.
- Good project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem solving skills.
- Positive experience of working within a customer-services orientated environment.

Resources including team management
Key stakeholders/contacts • Executive Education Teams • Digital Learning Department • Central IT Department • EE participants

Staff	**No reports**
Budgets	
Date Updated	**24/11/2021**