

JOB DESCRIPTION

Job Title	Project Support Manager		
Reports to	TBC		
Department	Advancement		
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

Advancement is formed of the Alumni Engagement, Giving, and Operations & Donor Relations under the leadership of the Associate Dean, Advancement.

The alumni community links more than 45,000 alumni in more than 130 countries. The School provides alumni with a range of services including access to an extensive range of online services including library databases and contact information for alumni, students and faculty via LBSHub. Alumni interests are represented by the Alumni Council made up of 25 elected alumni together with five representatives of the School, including the Dean. The Council reflects the geographical diversity of alumni as well as a range of the Schools programmes and different generations of alumni.

The Development team raises the philanthropic funds needed to support the School's ambitious growth and to secure its position in the premier league of business schools. It works closely with the Dean, faculty, alumni, friends, corporates, foundations and others to secure funds needed to support faculty chairs, research initiatives, scholarships and campus development

The Operations and Donor Relations Team enables activity across the department by proving planning, project, financial, research, data and donor relations services.

Job Purpose

To provide project management services to the Advancement Department. Including oversight of all key projects across the department; management of a portfolio of small to mid-sized projects; and support of strategic, large-scale projects.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Apply specialist project management 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 project management 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, develop, and distribute project management materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide project management training materials and toolkits to colleagues or stakeholders to upskill and educate others in the business support services provided.

Analysis and Reporting

- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

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.
- Work with a variety of stakeholders around the School to support projects that drive the long-term transformation agenda at the School (including liaison with the Transformation/Hive team)

- Ensure there is frequent and comprehensive communications regarding projects within and outside of the department, as required

Project Management

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

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 for project management, 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 for project management.
- Area/team compliance with necessary /processes.
- Production of high-quality reports, with the identification of trends and issues.
- 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 by 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 flexibility to work across multiple projects
- Strong analytical and problem solving skills.
- Positive experience of working within a customer-services orientated environment.
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<u>Staff</u>	NA
<u>Budgets</u>	NA
<u>Date Updated</u>	27.01.2022