

JOB DESCRIPTION

Job Title	Hive Project Manager		
Reports to	Innovation and Transformation Senior Associate Dean		
Department	Innovation and Transformation (Hive)		
Job Family	Business Services	Level	4

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 Innovation and Transformation team

The Innovation and Transformation team (Hive) has been created in order to support the accelerated delivery of the School's five-year strategy with focus on innovative ways of working and driving operational improvements.

The Team's objectives have been defined as the following:

- Simplify school-wide processes - maximise their operational efficiency and effectiveness.
- Drive innovation through Hive experiments
- Provide school-wide problem-solving support in an agile manner through facilitation and training others to develop these skills

The Team

The team make-up is flexible as it's work is project driven and therefore skills requirements change according to the project(s) and wider business needs. The team has the following roles:

- Small Core Team, that look after the day-to-day operations of the Hive (fixed)
- Secondees – for longer term assignments, when certain skills are needed for large-scale projects or over a longer period
- Time Limited Assignees – for shorter term assignments when very specific skills are required on a part/time or short-term basis
- External contractors/support – where the skillset does not exist in the School or is not readily available

Role

Responsible for planning and overseeing Hive projects to ensure they are completed in a timely fashion and within budget. You will plan and designate project resources, prepare project budgets, monitor progress, and keep stakeholders informed the entire way. Provide Support to Innovation and Business Improvement Leads on keeping projects on track.

You will work closely with the Hive Innovation and Business Improvement Leads and support them with best practice project management skills. You will also ensure that the Hive operations are also run according with best practice project management practices.

Project Manager Responsibilities

- Determine and define project scope and objectives
- Predict resources needed to reach objectives and manage resources in an effective and efficient manner
- Prepare budget based on scope of work and resource requirements
- Track project costs in order to meet budget
- Develop and manage a detailed project schedule and work plan
- Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress
- Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables
- Utilize industry best practices, techniques, and standards throughout entire project execution
- Monitor progress and make adjustments as needed
- Measure project performance to identify areas for improvement
- Set up PMO practices for all Hive projects and Hive itself
- Contribute to school-wide PM capability development

Project Manager Qualifications

- Extensive project management and related experience
- Project Management Professional (PMP) certification preferred
- Proven ability to solve problems creatively
- Strong familiarity with project management software tools, methodologies, and best practices
- Experience seeing projects through the full life cycle
- Excellent analytical skills
- Strong interpersonal skills and extremely resourceful
- Proven ability to complete projects according to outlined scope, budget, and timeline

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Operational 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.

Project Management

- Manage projects and 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.

Partnering and Service Delivery

- Provide technical guidance and recommendations as a subject matter expert in order to support the resolution of the most complex issues from all stakeholders
- 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 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.

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.

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.
- 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.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Excellent communicating 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.
- Experience 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.

Date Updated

06.07.2022