

JOB DESCRIPTION

Job Title	Business Change Manager		
Reports to	Head of Change & Business Analysis		
Department	Technology		
Job Family	Business Services	Level	4

About the School

At London Business School we have a profound impact on the way the world does business. 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

Within Operations, IT provides technology and information services to the School at its main London campus and teaching facilities in Dubai.

This includes IT infrastructure; customer services; business systems; teaching technologies; desktop operating systems and applications; and project & programme management services to the wider school community.

The strategy of the IT department is to support the achievement of the School's vision through:

- Core IT infrastructure - the establishment of an effective foundation of core systems and capabilities
- IT Customer Service - Continuous improvements to ensure the highest possible services are delivered to Students, Staff & Faculty.
- Teaching and Learning Experience - the introduction of the latest technology to improve the quality of the learning journey and enhance the faculty, student and participant experience
- Business Solutions - the implementation, upgrade and enhancement of applications and processes that improve the School's operational effectiveness
- Investment and Growth - the exploration and exploitation of development opportunities to support the School's growth plans
- Operational Improvements - the delivery of upgrades and improvements to existing systems and processes to underpin day to day activity.

Job Purpose



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To work with IT project teams to provide business readiness expertise on technology-enabled business change, to better aid adoption of the new technology. The role holder will have particular focus on change impact analyses, communications & training strategies and delivery, and stakeholder management.

To work across the School with business units that are impacted by technology change.

To champion business readiness practice across the IT department to enable greater awareness of the people side of technology-enabled change.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Partnering and Service Delivery

- Partner with relevant area to understand their business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

Collaboration

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

Project Management

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

Process Improvement

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.



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- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- 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.
- Contribution to the development of policies, processes and systems.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Prior demonstrable experience of delivering change interventions in an IT-change project environment.
- Excellent communication skills with the ability to engage a variety of audiences.
- Experience of frameworks related to own area of specialism, with the ability to use appropriate models or tools.
- Excellent analytical and problem solving skills.
- Ability to establish relationships with and manage multiple stakeholders and influence them towards a common goal and vision.
- Flexible and adaptable; able to work in ambiguous situations
- Ability to prioritise and focus on material issues.
- Ability to acquire in-depth knowledge of business education/specialist area.

Resources including team management

Matrix management of any project resources working on the business readiness work stream.

Staff	
Budgets	
Date Updated	

