

# JOB DESCRIPTION

<b>Job Title</b>	<b>Project Manager</b>		
<b>Reports to</b>	<b>Senior Project Manager</b>		
<b>Department</b>	<b>Estates and Campus Services</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>4</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

Campus Services has responsibility for the day to day logistical operations management and service delivery of:

- Reception; security and switchboard.
- The bedrooms; and housekeeping.
- All retail and hospitality catering.
- The provision of space timetabling, scheduling and booking services.
- The provision of cleaning, porters and post services.
- The Fitness Centre and the Gift Shop.
- The ongoing maintenance of the estate.
- The planning and delivery of redecoration, renewal, and refurbishments; and estates projects including office moves.

Campus Developments is responsible for the management of the property portfolio and provision of space including but not exclusively the current campus, the Sammy Ofer Centre and the North Building, and the use of external space to meet the School's growth plans

## Job Purpose

The Project manager is responsible for developing and delivering a portfolio of construction and refurbishment projects to support the School's Strategy & the Estates Masterplan. This includes the identification and management of issues, risks and change requests to ensure successful and on-time project delivery. This role is expected to contribute to process improvement initiatives as it relates to improving project delivery.

The Project Manager may need to support projects undertaken by Schools appointed consultants and assisting, when necessary our Building Services team to deliver complex maintenance and plant related projects.

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

### **Key areas of accountability:**

#### **Project Management**

- Lead, develop and deliver a series of building and refurbishment projects, contributing to cross-School projects and provide subject matter expertise to help achieve project objectives.
- Manage the day-to-day project activities and resources and chair the project delivery meetings,
- Define the Statement of Work and Specifications for the requested goods and services
- Manage project scope and changes
- Act as an internal quality control check for the project
- Manage ongoing quality control and participate in quality issue resolution
- Assist in dispute, negotiation, arbitration or litigation, as needed
- Provide subject matter expertise to strategic, complex and/or high-impact projects to support their successful delivery.
- Deliver and be responsible for tenders of construction and refurbishment projects to contracted building suppliers when needed.
- Responsible for the certification of construction projects.
- Responsible for full project life cycle ownership: successful project delivery will include full implementation from initiation to deployment for one major or several minor initiatives simultaneously

#### **Partnering and Service Delivery**

- Partner with relevant areas and stakeholders to understand their strategic goals and provide subject matter expertise and technical advice to support and facilitate effective decision-making with regards building projects.
- Provide professional advice and guidance to senior management, 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.

#### **Analysis and Reporting**

- Provide status reporting regarding project milestones, deliverable, dependencies, risks and issues, communicating across leadership

- Report on project success criteria results, metrics, test and deployment management activities
- Produce reports or oversee the production of reports with regards to projects, to be used by senior management in the decision-making process.

### **Compliance**

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for Capital Work Projects, and support monitoring, to ensure compliance across the 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.
- 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**

- Assist with delivering 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.
- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard and provide feedback on performance to management.
- Take action as necessary based on feedback and escalate issue resolution when required.

### **Financial Management**

- Responsible for the development of budgets for construction and refurbishment projects.
- Manage the control of relevant budgets to ensure well planned, value for money and cost control.
- Prepare estimates and detailed project plan for all phases of the project
- Procure adequate resources to achieve project objectives in planned timeframes

### **Process 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.

### **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.

- 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.
- Any other duties as assigned by your line manager

**KPIs:**

- Project management of a number of projects to support the Estates Masterplan
- Benchmarking against strategic and functional brief.
- Benchmarking against quality objectives.
- Resource allocation.
- Internal stakeholder management and consultation
- External contractor and specialist professional services management
- Adherence to all legal and landlord consents and planning requirements
- 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.
- Projects delivered on time, on budget and to quality standards.
- Accurate budgets developed, no overspend and value for money demonstrated.
- High-quality work delivered by contractors and agencies.

**Knowledge/Qualifications/Skills/Experience required**

- Professional qualification or equivalent experience.
- Membership of professional body (RICS or CIOB)
- Project or change management certification and experienced in leading and implementing complex business change solutions. (PRINCE2 or AMP)
- Experience of managing building projects ideally with a value between £50k and £2m.
- Experience leading, motivating and managing various project and program team sizes, including internal and external resources, while holding team accountable for performance
- Experience of managing internal relationships at all levels.
- Self-motivated, decisive, with the ability to adapt to change and competing demands
- Demonstrable credibility and a network of contacts.
- Subject matter expert in legislation, policies, tools or systems with an understanding of planning, Landlord and English Heritage consents.
- Experience working with RIBA methodology and JCT contracts
- 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.
- Knowledge of the following applications Microsoft Project, Excel, Word, Adobe Acrobat

**Resources including team management**

**None**

<b>Staff</b>	<b>N/A</b>
<b>Budgets</b>	<b>£2 million</b>
<b>Date Updated</b>	<b>07/07/2022</b>