

JOB DESCRIPTION

Job Title	Innovation Director		
Reports to	Innovation and Transformation Senior Associate Dean		
Department	Innovation and Transformation Office		
Job Family	Business Services	Level	5

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 learn and network with industry experts and alumni worldwide.

About the Team

The Innovation and Transformation team was formed to support the accelerated delivery of the school's five year plan with focus on innovative ways of collaborating, problem solving, driving change and improving school-wide processes.

The Team's objectives are the following:

- Provide expert support in simplifying school-wide processes - maximise their operational efficiency and effectiveness.
- Drive innovation through experimentation and different ways of thinking
- Provide school-wide problem-solving support in an agile manner through facilitation and training others to develop these skills

The team is also in the process of taking on the planning and incubation of the School's Sustainability agenda.

The team works in various ways with cross school teams, from facilitating thinking, problem solving, to partnering and leading on projects.

Job Purpose

The person in this role is responsible for fostering innovation and using design thinking and other creative approaches to help develop innovative solutions to School challenges related to the 5Year Plan. The ideal candidate is passionate about embracing challenges and approaching them in nontraditional ways. The candidate has a strong background in design thinking methodologies, innovation and ideation, uses customer centric approaches, creates innovation roadmaps, designs viable solutions, and turns abstract ideas into tangible solutions.

They are passionate about creativity and enjoy collaborating with cross-functional teams to drive change and deliver results. The person is also comfortable with a high level of ambiguity and is a self-starter, solution seeker and shaper.

Responsibilities

- Partner across the School to understand strategic goals and complex challenges to form the basis of innovation and experimentation priorities
- Develop and drive innovation strategies to support School-wide transformation goals
- Own and apply the principles of design thinking and act as the key advocate for agile and innovation within LBS
- Facilitate workshops and brainstorming sessions to generate new ideas and evaluate their feasibility
- Support, lead and manage innovation projects, from ideation through to launch. This includes managing project timelines, budgets, and resources where applicable
- Help teams design experiments to validate ideas for viability, feasibility, and desirability
- Manage the tendering process and relationships with suppliers and contractors, where relevant
- Continuously evaluate and improve innovation processes and tools to maximize efficiency and effectiveness; capture ideas and approaches and share with wider community
- Build a community and plan innovation activities across the year (sprints, hackathons, knowledge sharing etc) and embed innovation approaches across the School
- Be abreast of emerging innovation trends, technologies, and best practices
- Internally 'sell' the innovation ethos and ability to provide support - presenting how this side of the Innovation and Transformation team works and can support new challenges
- Develop a broad and effective network of relationships across the School, and especially with project stakeholders, to enable swift identification, and resolution of project challenges
- Work with cross-functional teams to identify and develop innovative solutions that support the School's evolving sustainability agenda
- Facilitate ideation sessions and collaborate with experts to find new ways of doing things that reduce the School's environmental impact and drive business growth
- Implement design thinking methodologies that prioritise sustainability throughout the innovation process
- By emphasising the user's needs and behaviours, develop sustainable solutions that meet the organisation's goals and values

Key areas of accountability:

Strategy and Planning

- Contribute to the development of a vision/strategy for/division to enable the realisation of the London Business School vision.
- Contribute to developing team plans, approaches and capability development.
- Develop innovation approaches and deliver/support teams, where relevant, in delivering on the projects .

Partnering and Service Delivery

- Partner with relevant areas around innovation and experimentation.
- Provide guidance and recommendations as an innovation subject matter expert.
- 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 policies and procedures for own area.
- 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 about industry best practice in innovation and experimentation.
- Take the lead on and/or represent the area/department in cross-departmental innovation initiatives to enable London Business School to better meet its strategic goals.

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.

Financial Management

- Contribute to the development of budgets for the department.
- Lead the control of relevant budgets to ensure well planned, value for money and cost control.

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.

People Management

- Manage cross departmental teams on a project basis.

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.

KPIs:

- Well defined, clearly communicated and executed strategies and/or plans
- Trusted adviser relationships developed with key stakeholders
- Excellent stakeholder feedback
- 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

Knowledge/Qualifications/Skills/Experience required

- Excellent facilitation, communication, and interpersonal skills
- Familiarity with agile and design thinking methodologies
- Experience of driving innovative thinking and projects
- Excellent communicating and influencing skills, with the ability to negotiate, collaborate and influence
- Experience of managing internal relationships at all levels
- 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
- Ability to think creatively and strategically, and to develop user-centric solutions
- Passion for innovation and creativity

Staff	None
Budgets	None
Date Updated	23/02/23