JOB DESCRIPTION

London Business School

Job Title	Head of Application Development and Support		
Reports to	Director of Capability		
Department	Technology		
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 network with industry experts and alumni worldwide.

About the Department

The LBS Technology department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

We provide specialist capability in Technology Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, Project Delivery, Business Analysis, User Experience Business Change and Enterprise Architecture.

Job Purpose

- To lead, manage, motivate, guide, support and get the best out of all software developers in order to develop great products and services in support of LBS corporate strategy

- To support the Application Support Manager to ensure all solutions are appropriately supported across the business, and change and enhancement requests align to strategic and architectural principles.
- To support the Director Delivery Capability in prioritising demand and resource availability (Technology & business), quantifying impact (budget and resource) whilst ensuring priorities are clearly understood across the team / impacted stakeholders
- To work closely with all Technology Directors to deliver an agreed software development function to all School projects / initiatives / products as required
- Responsible for communicating accurately the status of ongoing work to stakeholders.
- Responsible for software release management approach.
- Accountable for the quality of all work in the team and ensuring the team follow well-defined processes.
- Ensures the team carry out unit and other testing, ensuring any software developed meets needs of clients and business.
- Maintain best practices within the team around producing high quality, production ready code, overseen by the Solution Architect
- Identify ways to improve the operational efficiency of the team
- Responsibility for providing leadership and direction in solving technical issues.
- Responsible for agile coaching across the autonomous delivery teams
- In conjunction with the Strategy and Architecture team continuously develop the best technical design and approach.
- In conjunction with the Strategy and Architecture team, research, evaluate and lead the adoption of new and emerging technologies, tools and methodologies
- Be a role model for your team, supporting and guiding them through engineering challenges and decision making.
- In order to deliver against the strategic priorities of the Technology Department, and to continue to provide value to the LBS Community, each role must commit to working across functions as well as within their own domain. This commitment includes proactive consultation with others, sharing information freely, and a commitment to deliver outcomes in the best interest of Technology and LBS.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

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.

Analysis and Reporting

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Compliance

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

Supplier/Contractor Management

- 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.

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.

Financial Management

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management requirements and ensuring the effective use of financial resources within budget.

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.

People Management

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.

Change Management

- Champion change by role modelling the behaviours 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.
- Consult with and advise the business on change programmes and initiatives, acting to influence stakeholders, become an advocate 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.
- Contribution to management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- 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.
- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

Knowledge/Qualifications/Skills/Experience required

- Significant experience leading and inspiring software development teams.
- Experience creating enterprise applications using C# and .Net.
- Good understanding of internet and web technologies.
- Knowledge of OO coding best practices (e.g. SOLID principles) and design patterns.
- Exposure to working with Relational Database Management Systems (RDBMS) and associated technologies (e.g. SQL, Entity Framework).
- Experience in Enterprise Application Integration (EAI) and Cloud Computing (IAAS, PAAS) is desirable.
- Experience of the practical application of agile development methods and leading software development teams in an Agile/Lean/Continuous Delivery environment.
- Full Software Development Life-Cycle experience.
- Experience of testing automation and BDD / TDD methodologies.
- Experience with Continuous Integration tools and creating automated release pipelines.
- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Excellent communication skills and the ability to engage a variety of audiences, both technical and non-technical.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on key material issues.
- Experience in effectively managing external suppliers/contractors.
- Ideally experience contributing to the professional community as a speaker, author or online contributor.

Resources including team management

Managing team of 7 software developers along with the Application Support Manager (with a team of 3)

Staff	
Budgets	
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