



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Head of Project Delivery

Department/Division: Data and Technology Services **Accountable to:** Director of Solutions & Partnering

Job Summary

The Head of Project Delivery is responsible for ensuring high quality project and programme management within the Data and Technology Division. Projects can be DTS specific or as part of larger business change initiatives within the LSE.

The Head of Project Delivery's outputs will include:

- Line management of a team of Technical Project and Programme Managers and Technical Business Analysts.
- Owning the standards for technical project delivery across the LSE by establishing guidelines, ensuring uniform application, and driving continuous improvement to maintain excellence across all projects.
- Enhancing project delivery maturity by adopting structured methodologies, fostering a culture of continuous improvement, and leveraging data-driven insights to optimize processes and outcomes.
- Ensuring projects successfully transition products to the operational environment with all the supporting processes, resources, and artefacts in place.
- Taking up the role of Quality Assurance on Projects and Programmes as appropriate.
- Oversight of overall 'inflight' project financial reporting to ensure the budgets for projects are being managed in line with LSE financial management principles.

Duties and Responsibilities

Leadership and Teamwork

- Line management of a team of Technical Project and Programme Managers and Technical Business Analysts.
 - Oversee the Project Delivery Team's performance, training, and development to meet DTS objectives and align with the School's broader goals.
- To actively contribute to the management of Data and Technology Services through leadership or membership of appropriate working groups and project teams as required.
- To deputise for the Director for Solutions and Partnering at team, departmental, School, or external meetings as required.



Communication

- To be an evangelist and leader in communicating Technical Project and Programme management process and practice across the LSE.
- Convey and discuss Project and Programme Management concepts with team members, colleagues, external partners, and suppliers as needed
- Present the status of the portfolio including its Finances, KPIs, major issues, and risks to the DTS Leadership Team and other management boards as necessary.

Liaison and Networking

- Partner with the Business Improvement Unit to ensure consistent application of technical project management principles, defining best practices and upholding professional standards
- Build and maintain effective working relationships with colleagues across the LSE as necessary for the planning and delivery of projects and for the resolution of problems.
- Build and maintain relationships with external suppliers, consultants, and peers to gain insights on products and solutions for delivering Data and Technology services to the LSE.
- Work with DTS Operations to ensure proper training materials, support documentation, and clear service transition paths are in place.

Service Delivery

- Establishing and ensuring use of consistent project management processes, tools, and templates to ensure uniformity across all projects.
- Defining key performance indicators (KPIs) to measure project success, resource utilization, and overall portfolio performance. To ensure that project reporting is first and foremost data driven.
- Owning the standards for technical project delivery across the LSE by establishing guidelines, ensuring uniform application, and driving continuous improvement to maintain excellence across all projects.
- Enhancing project delivery maturity by adopting structured methodologies, fostering a culture of continuous improvement, and leveraging data-driven insights to optimize processes and outcomes.
- Ensuring projects successfully transition products to the operational environment with all the supporting processes, resources, and artefacts in place.
- Taking up the role of Quality Assurance on Projects and Programmes as appropriate.
- Oversight of overall 'inflight' project financial reporting to ensure the budgets for projects are being managed in line with LSE financial management principles.

Planning and Organisation

- To participate in the development of strategic objectives for Data and Technology and ensure the translation of the strategy into successful implementation.
- To work closely with the Security and Risk group in the understanding of link between risk and change, driving the mitigation of risk through change.

Initiative and Problem Solving

- To anticipate problems that could seriously compromise the success of project delivery and to take the initiative to identify potential solutions, considering strategic implications of proposed solutions.
- To act as the focal point of technical expertise for Technical Project and Programme Delivery, being able to resolve complex issues and develop innovative solutions to problems.



- Lead a continuous improvement approach, using data as appropriate, to technical project management, ensuring lessons learnt are completed and then used to the benefit of future projects.

Investigation, Analysis and Research

- To maintain a high degree of expertise and to stay up to date with technical, industry, legislative, and other developments involving Project and Programme Delivery.
- Stay updated on emerging technologies and develop the skills to evaluate, implement, and advance them in support of Data and Technology's strategic goals.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.