



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Head of Project Delivery

Department/Division: DTS

Accountable to: Director of Solutions & Partnering

Criteria	E/D
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Extensive experience in portfolio and project management within medium to large heterogeneous organizations. • Proven success in advancing the adoption of Agile methodologies, specifically Scrum, as a delivery framework. • Demonstrated experience in developing and implementing a consistent approach to Service Transition, leading to successful outcomes. • In-depth knowledge and understanding of the unique aspects of Technical Project Management, with experience in establishing and managing governance controls to ensure project success. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Communication</p> <ul style="list-style-type: none"> • Proven ability to communicate effectively with a range of audiences, including executive and C-suite leaders, using appropriate styles, methods, and timing — including digital channels — to maximize understanding and impact. • Experience in delivering clear and consistent communication with teams and colleagues. • Confidently manage challenging conversations or situations, with the ability to mentor and support others in handling similar scenarios. • Consistently act in a fair and respectful manner, actively listening to others' concerns, preferred ways of working, and addressing issues. • Strong interpersonal and communication skills that attract collaboration and create demand for the team's services. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Teamwork, Motivation and Development</p> <ul style="list-style-type: none"> • Recognise, respect and reward the contribution and achievements of others, valuing difference. 	<p>E</p>



<ul style="list-style-type: none"> • Role model enthusiasm and energy about their work and encourage others to do the same • Understands purpose of role and how that contributes to the work of the team and to the work of the division, experience of ensuring teams understand their place within an organisation. • Experience of leading a team and accessible when team members need support and encouragement. • Experience of managing a budget including forecasting and estimating as well as financial planning and reporting. 	<p>E E E E</p>
<p>Liaison and networking</p> <ul style="list-style-type: none"> • Proficient in openly and effectively sharing knowledge and experience with others. • Familiar with colleagues across the division and the team's operations. • Experienced in developing a strong network of colleagues and stakeholders to support LSE's goals. • An effective influencer at all organisational levels. 	<p>E E E E</p>
<p>Service Delivery</p> <ul style="list-style-type: none"> • Demonstrable customer focused attitude. • Experience of working with best-practice Change and Release Management processes. • Knowledge of service level definitions and evidence of effective monitoring of service standards. 	<p>E D D</p>
<p>Planning and Organising</p> <ul style="list-style-type: none"> • Experience in creating long-term resource plans for a team and work programme. • Capable of planning personal and team tasks to achieve agreed outcomes promptly. • Able to identify and communicate process improvements, effectively influencing design to benefit LSE and stakeholders. 	<p>E E E</p>
<p>Initiative and Problem Solving</p> <ul style="list-style-type: none"> • Capable of working autonomously and handling unforeseen issues. • Able to pinpoint areas for process improvement. • Determines mandatory processes versus flexible opportunities. • Independently collects information. • Proficient in diagnosing thematic issues and developing the use of data for performance metrics and to drive decision making 	<p>E E E E E</p>

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.