



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: Change Delivery Manager

Department/Division: Teaching Quality Assurance and Review Office (TQARO) / Academic Registrar's Division (ARD)

Accountable to: Head of TQARO

Job Summary

LSE made a commitment to delivering transformational change across the student lifecycle as part of the [LSE 2030](#) strategy's priority '[Educate for Global Impact](#)'. The strategy includes a wide-ranging programme of work to enhance educational provision, core operational support services, and community and well-being activities that impact the student experience.

This role will be located in the Academic Registrar's Division (ARD), a key central support unit within the School. ARD's delivery remit is wide: We are an informed and inspiring voice to our prospective students; a welcoming and friendly face to our new students; a knowledgeable and caring presence to our current students; and a proud and supportive friend to our graduating students. To our colleagues across LSE, we are a professional and constructive source of help, support and advice. ARD is a key player in supporting LSE 2030's enhancement agenda in particular, delivering service benefits for students and all academic and professional service users across the School.

The Change Delivery Manager will work with colleagues from across ARD, and the School, to add management and leadership capacity to 'business as usual' (BAU) activities, whilst simultaneously planning, facilitating and managing the implementation of changes to systems, processes, policies and skills for a range of transformational projects in co-ordination with the ARD Management Team and other divisional managers. This is a key role to assist in the assurance of the continued successful delivery of core operational services *whilst* delivering business change on the ground. To do so, the post holder will work side by side and in partnership with all relevant business as usual managers.

The precise balance of BAU- and project-related work will vary over the duration of the appointment to effectively support the ebb and flow of ARD's cyclical operational responsibilities and the activity of change projects.

LSE has recently embarked on a **Course Selection and Timetabling Change Programme** (CSTCP) to transform its current capability in this area and ensure that access to all its academic programmes (including extended education) through course selection and timetabling is fair, efficient, consistent and reliable. The CSTCP core team includes a Programme Manager, Business Change Manager, Project Manager, Technical Project Manager and Business and Process Analysts. The programme consists of four projects, one of which aims to transform LSE's curriculum management systems and processes.

This is a rapidly developing change programme and some of the specific responsibilities of this post are likely to change and develop over time. The post-holder will report to the Head of TQARO and will support the delivery of the Course Selection and Timetabling Programme, but with a particular focus on the Curriculum Management Project.



Duties and Responsibilities

Operational duties:

- To support the delivery of a consistent and professional service, ensuring customer service excellence, aligned to ARD's and the School's Strategy.
- To offer operational expertise to contribute to the School's strategies on 'Excellent, Research-rich Education', 'Consistently Excellent Student Experience', and 'Community, Inclusion & Wellbeing', with a particular focus on effective and smooth administration, systems, processes, services.
- To support the Head of TQARO in the operational and strategic oversight of the quality assurance team, including liaising with internal and external contacts to facilitate the exchange of information for the purposes of effective working, both BAU- and project-related.
- Supporting the work of central School committees or working groups as required, including servicing Education Committee and/or other specified sub-committees.
- Supporting the Head of TQARO with directing and supervising permanent and project-team staff, including managing staff resources and workload.
- Assessing and advising on the technical viability of operational enhancements arising from CSTCP in relation to existing BAU frameworks and processes, with a focus on curriculum management and devolved quality assurance processes.
- Providing sector- and School-level expertise and advice on quality assurance and related business processes.
- Contributing to other transformational projects or change processes under the remit of TQARO, and those to which TQARO contributes as a subject matter expert or senior process user/owner.

Change delivery duties:

- Support the School in the successful delivery of business change projects, meeting the required objectives to appropriate time, quality and cost and enabling the realisation of the expected business outcomes and benefits. One or more projects may be managed at any given time.
- Assist the Project Executive and Project Manager to identify resource requirements and to oversee key accountabilities in line with the overall goals, objectives and timelines for the delivery of change.
- In coordination with the Project Manager, contribute to the development of integrated project plans that cover the full project lifecycle, reflecting all key deliverables and both internal and external project dependencies in line with the overall goals, objectives and timelines for the project. Work towards key milestones in alignment with the identified 'critical path' for the project(s).
- Support stakeholder engagement throughout, ensuring required levels of involvement in and consultation on change design and implementation, including effective communications and management of expectations.
- Manage relationships with delivery teams (both internal and external) to ensure project objectives are clearly attributed and achieved.
- Assist the Project Executive at all levels of the organisation in promoting project outcomes, explaining project approach and dealing with challenges to the project as they arise.
- Work in partnership with Project Managers, Business Change Managers and Business Analysts to ensure project outputs enable the realisation of change and deliver associated benefits.
- Effectively coordinate project work packages and their interdependencies, maintaining the integrity of the plan and ensuring integration with other business change projects or programmes of change where applicable.
- Assist the Project Executive in managing project resources, including staff (with existing reporting lines) who are assigned or seconded to the project team.

General



- To provide information and expert advice to students and colleagues across the School on policies and procedures owned by the team and/or under the remit of specified business change projects.
- To promote and enhance the student and staff experience wherever possible, providing operational and procedural support for enhancement activities.
- To be responsible for the IT projects, processes and specialist systems relating to the areas owned by this team and/or specified business change projects. This may include training staff and ensuring the smooth running of these systems, participation in project team activities and relevant testing.
- To provide management information as appropriate, including in accordance with legal requirements.
- To manage the creation and maintenance of manuals that provide guidance on processes and procedures owned by the team or resulting from project activity.
- Where applicable, to line-manage permanent and temporary staff. In addition to the allocation of work and monitoring of the service provided, this will include conducting regular performance and development reviews.
- Delegate work effectively, setting clear objectives and providing encouragement, motivation and opportunities for personal development.
- Work closely with other managers and teams within the division and to share resources as necessary.
- Deputise for the Head of TQARO as required and appropriate.
- To be aware of and work within legal requirements with particular reference to Data Protection, Freedom of Information and other pertinent legislation as determined by the team and/or business change activities.
- Proactively collaborate with other areas of the division and other parts of the School to ensure services and communications are co-ordinated and staff/student focused.
- Contribute to potential improvements to services and/or processes as and when they are identified, and actively contribute to continued service improvements across the division.
- Embody the School's values both within and outside the organisation, role modelling behaviour and encourage equality, diversity and inclusion.
- Undertake additional duties that may reasonably be assigned by the Head of TQARO or other senior managers.
- During peak times, some out of hours work may be necessary.

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](#)



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**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.