



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: Digital Project Manager

Ref no.:

Department/Division:
Communications Division

Accountable to:
Head of Digital Communications

Job summary

London School of Economics & Political Science (LSE), within the Digital Communications team, is at the start of undertaking an upgrade of its public facing website lse.ac.uk and associated subdomains and micro websites.

The project referred as 'the website upgrade' will help LSE deliver towards one of its 2030 Strategy priorities 'Develop LSE for Everyone' by delivering an excellent digital user experience that is commensurate with LSE's world-leading reputation and gives a seamless transition for its existing website editors.

This requires the delivery of an improved presentation of web content through the School's endorsed Content Management System (Contensis), alongside a design system that unifies our web components in line with the LSE visual identity and in collaboration with various stakeholders from suppliers to key users. The website upgrade will also seek improvements to the website navigability, searchability and user experience (for editors but also for website visitors). The role is vital to supporting the Digital Communications team.

The Digital Project Manager role is key to making this happen. You will:

- Manage the web upgrade project, and report to the Head of Digital.
- Develop an expert understanding of the LSE website, content management system, and its associated digital infrastructure (from website analytics configuration to CMS version updates) and LSE brand guidelines, to manage and control delivery of the outputs and activities throughout the website upgrade project.
- Work flexibly between multiple project frameworks when required, collaborating with the agile web development team, to reporting project stage gate highlight reports to the change control board.
- Bring your experience of good digital practice to all your engagement for project success.



Duties and Responsibilities

- Work as a member of the Digital Communications team, track and manage the project deliverable timelines, support team members, stakeholders, suppliers supporting the project.
- Gather finalise project requirements from stakeholders, end users and team members, define scope by writing statements of work (SoW) and maintaining a project backlog.
- Brief and advise the web development team to address project blockers and sprint planning.
- Coordinate work sign off from the project team, stakeholders and suppliers.
- Contribute feedback insights and testing, record and mitigate risks to track the project is finished within scope, on time and in budget.
- Support the digital team in areas that affect the project, recording website feedback, update the team on web upgrade deliverable releases and briefing around them.
- Prepare and send communications regarding the website upgrade rollout, training, and support.
- Facilitate rollout editor training for core users, the Communications division and the Digital Communications team and produce user documentation.
- Chair website upgrade project meetings, present project status updates, join meetings influenced or interested by the website upgrade.
- Address project concerns from all stakeholders, team members, users, and suppliers.
- Maintain supporting partner relationships with end-customers, suppliers, the Digital Communications team, the Communications division, and stakeholders throughout the project.
- Inform and educate end-customers of digital best practice surrounding the project.
- Be prepared to work with end-customers who have broad range of expertise and experience, from first timers to experts.
- Address end-customer queries relating to the project effectively and in a timely manner.
- Coordinate digital project success and lessons learned.
- Stay up to date with digital project trends, assess, and apply them where appropriate.
- Build strong relationships with other Professional Service Staff (PSS) groups, such as Data & Technology Services (DTS).

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



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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.