



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 Business Improvement Unit

Department/Division: Business Improvement Unit Accountable to: Chief Operating Officer

Job Summary

The post holder will lead the Business Improvement Unit (BIU) and will be responsible for a successful delivery of change programmes and business process improvements across the School. The role manages a team of Project Managers and Business Analysts and reports directly to the Chief Operating Officer.

The post holder will be responsible for establishing and day to day management of the BIU and managing a School-wide portfolio of projects. They will be responsible for scoping, planning, initiating, resourcing, monitoring and reviewing all projects and activities in order to successfully deliver the intended business-wide change programmes in line with the School's Strategic Plan.

The Head of Business Improvement Unit will provide programme management expertise and advice to senior leadership and play a key role in facilitating a School-wide culture of change and process improvement, working with staff at all levels. They will act as an organisational expert in the review, diagnosis and successful delivery of complex change programmes and will be expected to influence a wide range of internal stakeholders.

Duties and Responsibilities

Planning and organising

- Ensure projects and programmes are managed and delivered to a high standard and within the planned time and budgets
- Develop and manage the governance of the change programmes in the professional services, ensuring effective controls and clear accountability, scope and terms of reference
- Define and justify resource requirement, ensuring available resource is deployed strategically and efficiently
- Lead and manage the delivery of programme objectives and key deliverables
- Lead and manage programme risks and budgets
- Set strategic plan and objectives for the BIU under the direction of the COO and the School Management Committee
- Set and embed reporting processes to ensure effective monitoring of the progress of projects and work streams



Teamwork

- Provide support to the COO and School Management Committee on the development of change programmes and the measures required to achieve successful change
- Provide leadership to the Business Improvement Unit and line manage the BIU staff to ensure successful coordination and administration of all programme activities and governance
- Inform the design, development, delivery and management of change communications in conjunction with the Internal Communications Team
- Provide support and guidance to other colleagues as required

Problem solving and initiative

- Shaping new and existing processes, resources and systems, making and overseeing any changes to the business where necessary
- Ensure that change is embedded, including running focus groups, workshops and training as required
- Develop project prioritising mechanisms
- Develop consultation channels to ensure that change is fully embedded
- Maintain an agile approach to problem solving

Communication

- Ensure that key committees, working groups and other key stakeholders are informed on programme developments
- Prepare high quality accessible project documentation
- Engage with stakeholders to promote the BIU role in the School
- Prepare and ensure effective communications with project stakeholders and end users in collaboration with Communications Division where required
- Support colleagues to understand the business and change agenda more fully, influencing key stakeholders on the benefits of change and the change culture

Liaison and networking

- Maintain effective relationships with professional services divisions in the School, particularly building collaborative relationships with the Directorate, HR, IMT, Finance and Communications Divisions
- Maintain effective networks with customers, stakeholders and external providers
- Support greater integration of strategic projects with the School's strategy by developing strong working relationships with the senior management team, professional service divisions and academic departments
- Provide programme and project management advice to the School leadership

Knowledge and experience

- Development of business improvement skills tools and knowledge including change management, business processes review and programme management amongst the variety of stakeholders
- Maintain knowledge of relevant HEI trends and developments and disseminate to relevant colleagues
- Manage third party consultants and suppliers (within project context) as required
- Act as an organisational expert in organisational change management, having oversight of the change portfolio and change management framework
- Provide governance management for the entire programme and project lifecycle, ensuring consistency in the delivery of the organisation's portfolio of change
- Tailor project management methodologies as required to ensure successful delivery in the institutional context

**Note**

The LSE has a progressive pay structure that rewards you with annual pay increases up to a certain level as you develop in your role. We also provide for further reward past this point in the form of further pay increases based on exceptional performance.

Flexibility

To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.

Equality and Diversity

To uphold the School's commitment to equality of respect and opportunity, as set out in the [Ethics Code](#), we will treat all people with dignity and respect, and ensure that no one will be treated less favourably because of their role at the School, age, sex, disability, gender identity, race, religion or belief, sexual orientation, marriage and civil partnership, pregnancy and maternity, or social and economic background. For the full Equity, Diversity and Inclusion policy statement, please see the [EDI website](#).

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.