



## 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: Senior Technical Project Manager**

**Department/Division: ARD Systems, Academic Registrar's Division (ARD)**  
**Accountable to: Programme Manager, ARD Systems**

### Job Summary

ARD Systems is the largest Business Led Technology team at the School, and the largest IT development group Schoolwide.

The team are currently responsible for three of the School's main platforms, the Student Records System, SITS, including e:Vision and IPP application forms; the marketing platform, Marketing Cloud; and the enterprise platform, Salesforce.

Team members are also skilled users of other applications such as Digitary, FormAssembly, TargetX, Informatica, Gearset, and Elements, and manage integrations between systems within the remit of the team. Collectively, these applications are used to provide solutions for end-to-end business processes, and end-to-end services. The work they do underpins the day to day running of the School, and the School's LSE2030 strategy, with the enterprise Salesforce platform a key enabler to much of the strategies successful delivery.

The team has evolved significantly over recent years, embedding new practices and standards, and is increasingly evolving to product management approaches within the broader programme/project resourcing and prioritisation framework of the School.

The vast majority of the solutions the team provide are student related and are provided across all three strategic pillars of Education, Research and LSE for everyone. All prospective students, applicants, students and all staff are users of the teams systems, alongside organisations, sponsors and parents, which is the largest user base in the institution.

Although the team have responsibility for systems, much of the focus is on business processes and services, and business analysis skill, logic and problem solving is the rich vein that permeates across the work of all team members, with communication and analytical skill as critical as technical competence.

The **Senior Technical Project Manager** post-holder will provide agile IT project/product management to ensure the team can maintain, enhance and deliver solutions effectively. They will oversee the delivery of two similar sets of deliverables for the ARD Recruitment and Admissions, and Extended Education Service areas. Each of these two areas has dedicated Business Analysis and Testing and Change/Operations resource plus allocated Salesforce and Marketing Cloud development resource and have a number of Salesforce and Marketing Cloud delivery priorities that the team will work through sequentially – in that respect they are two concurrent projects containing programmes of work/deliverables for enhancing existing and delivering new solutions (rather than two programmes with multiple concurrent projects). There are synergies between the two areas, and there are opportunities



for re-use and sharing of solutions, data and mutual benefits that the postholder will be expected to help plan, shape and track ensuring a strategic approach that offers greatest time to value for both areas.

On a day to day basis, the postholder will take an agile project management approach running daily stand-ups and weekly meetings with relevant team members to ensure deliverables are to time and quality; and ensuring there is effective transition to live, benefits tracked, and lessons learned.

On a more strategic level, they will ensure the approach to project/product management and delivery is as efficient as possible, setting standards for the teams' internal project/product/delivery management processes in conjunction with the senior members of the team. They will also ensure relevant boards are informed and empowered to make timely decisions, from the direct boards overseeing the programmes of work, through the Educate for Global Impact (EGI) Steering Group approving priorities in line with School's strategic aims, and the School's Portfolio Board approving resourcing and significant changes.

In a dynamic environment, all team members operate flexibly, and the Senior Technical Project Manager will likewise be expected to take on tasks to help the team deliver. In particular this will include business analysis, product/change management and testing tasks.

There are many projects in delivery across a wide remit over the duration of the contract, and the postholder may become involved with other projects as the team works collectively to deliver the portfolio of work, and in particular internal projects that improve the team's ways of working.

## Duties and Responsibilities

1. Provide Project/Product Management leadership to the team and support the Executives in realising the benefits of their respective programmes/projects.
2. Lead a consistent agile approach to the delivery of project/product solutions developing, motivating, and coaching team members to ensure they are appropriately skilled, qualified, and informed of the team's ways of working.
3. Set standards for the teams' internal project/product/delivery management processes in conjunction with the senior members of the team.
4. Take ownership of managing the deliverables for a Service Area(s), ensuring they are well defined, benefits and impacts quantified, developments sized, and continually updated to ensure governance structures can effectively prioritise enhancements and new solutions on a rolling basis. Present this material to programme/project boards, the Educate for Global Impact (EGI) Steering Group and the School's Portfolio Board as required.
5. Develop plans that cover the full project lifecycle, reflecting all key deliverables and both internal and external project and operational dependencies/deadlines in line with the overall goals, objectives and timelines for the projects.
6. Lead the project team to document key project deliverables, including project setup, solution design documents, transition to live plans, benefits realisation, and lessons learned – and ensuring the team's workload/resourcing tools are up to date.
7. Plan the work of project teams, working with business analysts, technical team members, operational team members and team leaders to document what is required for delivery - typically to break high level requirements into high level designs, through to low level designs with process



diagrams, user stories, wireframes, etc to enable sprint planning and delivery.

8. Monitor the velocity of the delivery team and plan accordingly.
9. Lead the coordination of project epics and sprints and their interdependencies for the project, and also dependencies with other projects, maintaining the integrity of the plan.
10. Manage relationships with other delivery teams (both internal and external) to ensure project objectives are clearly attributed and achieved and that system capabilities underpin operational service requirements. Delays and areas of concern with resourcing should be identified in a timely manner and escalated appropriately.
11. For project elements with a significant element of cross organisational change, work with Business Improvement Unit Business and/or Change Managers, to meet the required objectives to appropriate time, quality and costs and enabling the realisation of the business outcomes and change needed, and the benefits that are expected.
12. Manage stakeholder engagement throughout, including effective communications and management of expectations.
13. Author Highlight Reports for the respective projects where required, including for submission to the School's Portfolio Board.
14. Undertake effective identification, reporting and escalation of project level issues and risks.
15. Produce regular project level reports and provide support in maintaining key control documents. These could include risk management documentation, communication plans, resource management plans and documentation that track project benefits.
16. Establish and maintain appropriate project level governance through the application of project control methods and tools, such as document management, change control, financial tracking and resource planning.
17. Undertake business analysis, training and testing tasks where required to aid delivery.
18. Assist the Project Executives in managing project resources, including staff who are assigned or seconded to the project team; provide leadership, motivation and focus for all those involved and ensure the project team draws on the right skills, knowledge and experience, line managing staff as required.
19. Contribute to the development and application of project management methods and tools across the School.
20. Liaise with groups and individuals both within and outside the School, creating networks to share good practise and knowledge; attending conferences and user groups both nationally and internationally

### **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.