



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 post holder.

Job Title: Project Manager

Department/Division: Business Improvement Unit (BIU)
Accountable To: Director, Business Improvement Unit

Job Summary:

The Business Improvement Unit delivers business change projects which focus on user outcomes and benefits and involve stakeholders throughout the project lifecycle. System solutions that underpin operational processes are enablers to improvements in service delivery. Projects generally span across the School, impacting large numbers of Users and involve the design and implementation of change that deliver significant strategic and operational benefits.

Working closely with Project Executive(s), the postholder will provide professional business project management services. This role will ensure successful delivery of low and medium complexity business change, delivering service benefits for Users across the School.

Duties/Responsibilities

- Support the School in the successful delivery of a low or medium complexity business change project, meeting the required objectives to appropriate time, quality and cost and enabling the realisation of the business outcomes needed and the benefits that are expected. One or more projects may be managed at any given time.
- Assist the Project Executive to establish a cross-functional project team, to identify resource requirements and to document key accountabilities in line with the overall goals, objectives and timelines for the delivery of change.
- In consultation with each project team member develop terms of reference to define scope and deliverables and risks, issues and dependencies.
- Develop 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. Provide key milestone information and details of a 'critical path' for the project.
- Apply required methods in change design and implementation to develop project specific solutions which provide integrity of the project delivery process. Consult with key stakeholders (including users and system suppliers) to ensure the project plan reflects an integrated approach to change design and implementation.
- Manage 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 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.
- Work with the project team to develop key project deliverables, including project setup, solution design documents, business cases, organisational change and implementation plans.



- Work in partnership with Business Change Managers to ensure project outputs enable the realisation of change and deliver associated benefits.
- Service the Project Board, including an agreed terms of reference and developing project team level reporting processes that enable effective identification, reporting and escalation of project level issues and risks.
- Proactively facilitate the resolution of project level issues and risks, escalating in a timely fashion, seeking an agreed resolution and making recommendations as appropriate.
- Produce regular project level reports and provide support in maintaining key control documents. These could include change and implementation plans, risk management documentation, communication plans, resource management plans and documentation that track project benefits.
- 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.
- Effectively coordinate project work packages and their interdependencies, maintaining the integrity of the plan and ensuring integration with other business change projects.
- Contribute to the development and application of project management and design integration methods and tools across the School, delivering project management training to project team members.
- Liaise with groups and individuals within the School, creating networks to share good practise and knowledge.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the demands 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.