LONDON SCHOOL OF HYGIENE & TROPICAL MEDICINE

PROFESSIONAL SUPPORT SERVICES

PROJECT MANAGEMENT OFFICE

IT PROJECT MANAGER

GENERAL INFORMATION

The London School of Hygiene & Tropical Medicine

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate education in public and global health. Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Founded in 1899, the School has expanded in recent years at its two main sites on Keppel Street and Tavistock Place. Our staff, students and alumni work in more than 150 countries in government, academia, international agencies and health services.

Research income has grown to more than £180 million per year from national and international funding sources including UK government and research councils, the European Union, the Wellcome Trust, Gates Foundation and other philanthropic sources.
Our diverse research talents, skills and experience, underpin our position as a leader in public and global health. These range from the molecular to the global, the theoretical to the applied, the analytical to the political. Our staff are conducting research in more than 100 countries.

We have 3,300 staff based all around the world with core hubs in London and at the MRC Units in The Gambia and Uganda, which joined LSHTM in February 2018. Our outstanding, diverse and committed staff make an impact where it is most needed - deploying research in real time in response to crises, developing innovative programmes for major health threats, or training the next generations of public and global health leaders and researchers.

Working in partnership is central to achieving our mission. Our strategic collaborations in the UK and across high-, middle- and low-income countries deliver health and socioeconomic benefits across the world, especially in the most disadvantaged communities.

LSHTM is also a member of the M8 Alliance of Academic Health Centers, Universities and National Academies, the Association of Schools of Public Health in the European Region, and the Consortium of Universities for Global Health.

We deliver research-led educational programmes to future health leaders, managers and researchers across the world. We have more than 1,200 face-to-face Master's and Doctoral students, 3,000 studying by distance learning, and 1,000 each year on short courses and continuous professional development. Our free online courses are studied by more than 70,000 participants globally.

LSHTM performs strongly in various global university league tables. In the 2019 CWTS Leiden Ranking LSHTM is ranked the UK's top university for the proportion of academic research with women listed as authors, first in Europe for publishing open access research, and first in Europe and eighth in the world for research impact in sciences (for the proportion of its total publications ranking in the top 10% of most cited research).

In the US News Best Global Universities Ranking 2019, we ranked ninth in the UK overall and 13th in the world in the fields of social sciences and public health. We ranked 27th for medicine in the 2019 QS World University Rankings.

In the 2019 Shanghai World Ranking we placed 201-300 overall, and ranked 4th in public health (1st in the UK), 17th in clinical medicine, and 76-100 in human biological sciences. In 2017, the inaugural Center for World University Rankings by Subject placed LSHTM first in the world for tropical medicine research, second for parasitology and seventh for infectious diseases, public, environment and occupational health, and social sciences and biomedical.

LSHTM was named University of the Year 2016 by Times Higher Education and awarded a Queen's Anniversary Prize for Higher and Further Education in 2017 in recognition of our response to the 2014 Ebola epidemic in West Africa. LSHTM does not appear in the Times Higher Education World University Rankings as universities are excluded if they do not teach undergraduates.

We seek to foster and sustain a creative and supportive working environment based upon an ethos of respect and rigorous scientific enquiry. We embrace and value the diversity of our staff and student population and seek to promote equality as an essential element in contribution to improving health worldwide.

LSHTM is one of around 20 specialist institutions that receive institution specific funding from the Office for Students (OfS). This funding recognises the additional costs that LSHTM incurs because of its unique range of teaching, specialist facilities, and the scale of its contributions to national and international agencies.

Job Title: IT Project Manager	
Department /Division/Unit: Project Management Office	
Faculty/Professional Service: PSP	
Location: Keppel Street London WC1E 7HT	
Reports to: Senior Project manager IT	
Responsible for: IT project delivery staff	
Full Time	**Hours:** 35
Grade: 7	

Job Context:

The PMO was formed in summer 2017, with the purpose of providing efficient and effective management of project and programme functions. The PMO is the primary function for the delivery of change projects within LSHTM, including Estates, IT, business change, programme and project management, people management, relationship management, financial and quality aspects.

Overall Purpose of the job:
The Project Manager is responsible for managing strategically agreed IT and business change projects, Projects are to be understood according to the PRINCE2 definition of a project i.e. a temporary organization that is created for the purpose of delivering one or more business products according to an agreed Business Case

The project manager will work with other members of the Project Management Office and IT departments and wider school administration to ensure that the completed Projects by the office are readily accepted in to business as usual.

The role holder builds strong relationships with key project stakeholders, keeps up to date with vendor markets and advises on product roadmaps and integration options.

The post holder will have excellent organisation and interpersonal skills and able to command the trust and confidence of stakeholders at all levels. The ability to think ahead and demonstrate effective problem solving skills is essential, as is the ability to prioritise conflicting tasks and a challenging workload. The ideal candidate will have experience in the Higher Education Project Management sector and a genuine commitment to making a positive impact.

The ideal candidate will be ambitious, self-motivated, innovative, and have the experience to deliver a senior team management position.

Principal Duties and Responsibilities

Communications
- Communicating (both verbally and in writing) across a diverse community of senior stakeholders, having good networking and influencing skills. Stakeholders include Professional Support Services colleagues, Faculty Operating Officers and academics, Estates, IT & PMO functional areas, as well as members of LSHTM's Management Board and other groups and committees
- To produce and manage project and programme related communication materials (reports, papers, briefings and other documentation) for a range of audiences for the purpose of sharing information and providing project updates.
- Developing and maintaining an internal communications system to ensure that project staff and collaborators are regularly informed about the objectives, activities and outputs of the project in order to ensure milestones are feasible and are met.
- Communicating work and purpose of PMO to a diverse audience, whether through professional services market place, or advising colleagues across LSHTM with the progression of project work.
- Provide status updates and reports to a variety of project and programme boards
- Be proactive in the dissemination of communications and other correspondence to internal and external partners in relation to different project streams, policies or procedures and other key areas of work
- Plan and execute effective communications for IT projects that utilises an appropriate range of communications channels.

Teamwork
- Monitor and report progress against plan through regular reviews and maintain close contact with all project work streams, with dependencies tightly managed and issues resolved in a timely manner
- To work effectively with the Head of PMO, to ensure clear reporting of risks, issues and mitigations, and to plan and prioritise projects and workload to ensure best effective delivery against strategic requirement of LSHTM.
- Work within the PMO team and to led on management and delivery of IT related Projects
- Deliver constructive and appropriate line management to the IT PMO project delivery staff.
  Develop and maintaining effective working relationships with all colleagues within the PMO and other key contacts, internally and externally, at all times
- Contribute pro-actively to tasks, motivating those both in the project and the wider team to develop efficient and effective ways of managing the project and suggesting innovative new processes or ideas.

Liaison and Networking
- Manage suppliers, internal and external, in a timely, accurate and consistent manner for delivery of project
- Maintain excellent relations with colleagues across the LSHTM and with external partners. Maintaining professional interactions at all times with all project stakeholders and colleagues.
- Develop working relationships with senior stakeholders and ensuring project sponsors are engaged with the PMO and understand the remit of their work
- Have good networking ability and utilising good influencing skills with internal partners to achieve effective business and project outcomes.
- Able to liaise with end users and other stakeholders throughout the project process from inception to post completion reviews, identifying, addressing and resolving differences between individuals and interest groups involved in the project.
- Lead and direct external consultants, ensure they work closely and collaboratively with the internal team, and with users within LSHTM to deliver projects.

Service Delivery
- Ensure benefits are realised and prepare and issue benefits realisation reports after live operation
- Ensure all developments are documented in a project library and audited by IT security and compliance, where appropriate
- Work as an integral part of the PMO team, making a positive supporting contribution to the PMO office and proactively seeing to continuously improve all aspects of project procedures.
- Be knowledgeable of IT applications and infrastructure.
- Maintain effective governance, quality, control of all IT projects in line with PMO procedures
- To undertake the project management of designated projects and programmes of work, in accordance with the principles detailed within the PMO project Handbook. To deliver all assigned projects on time and within budget, planning own resources to ensure optimum delivery

- Manage the appointment of external consultants in line with the LSHTM's procurement regulations, and ensure contracts are in place promptly.
- Undertake and demonstrate regular reviews of external consultants quality and standards of work, and to maintained a register of efficient and reliable consultants.
- Supervise consultants to ensure that they are operating within the bounds of the IT test and Dev environments, meeting DPO and Info sec standards, and following all CASB procedures prior to go live
- Ensure effective liaison with statutory bodies, LSHTM specialists etc. and manage appropriate submissions/agreements on behalf of LSHTM. take an active role in any consultation exercises, attending meetings as appropriate
- To monitor financial performance of all IT projects, and advise of deviations from budget.
- To ensure risk and change management is effectively delivered through all IT Projects, and that line managed staff are delivering effectively.

Decision Making
- Responsible for managing and monitoring and initiating project expenditure in liaison with the relevant financial managers and in accordance with the project's budgetary plan and relevant financial and regulatory requirements. Working to the role's authorisation level.
- Responsible for deciding on escalation measures, where projects or programme are not running as ideal, and to decide when to manage the issues through formal channels.
- Adapt to working both autonomously and collaboratively in different work streams, making effective business decisions either individually or part of a wider group as required

Planning, Organising and Management
- When required, to write, with input from the sponsor and other key stakeholders, the business case for each project ; ensure that the business case has proper coverage of reasons, options, benefits expected, risks, costs and timescale, investment appraisal and evaluation; ensure that it is agreed by all relevant stakeholders; and ensure that it is regularly reviewed
- Oversee business process reviews, make recommendations and manage subsequent prioritised projects and process improvements
- Set up and manage project budgets
- Manage the planning and set up of projects in accordance with the principles of PRINCE2 so that they will deliver the benefits set out in their business cases
- Manage project closure, including signoff by the project sponsor
- Exercise rigorous change control and guard against scope creep
- Validate system and user testing approach and acceptance criteria is met. Ensure suitable test strategies, scenarios, scripts and data and perform are created and coordinate testing activities as required to ensure that proposed solutions meet

quality expectations
- To ensure all elements of the project have appropriate administrative support and provide guidance where needed;
- Using project planning techniques and software, to ensure every project has a documented and achievable project timeline, with key milestones and work streams identified, and therefore manageable
- On a day-to-day basis, determining priorities for own workload in order for the project to run effectively
- Manage the compilation of information and preparation of reports for applicable projects.

Initiative and Problem Solving
- Manage your own continuous professional development, internal collaborations and external networks, in order to contribute to service quality, research excellence and innovation
- Demonstrate the School's values through your behaviour at work, including your duties and responsibilities in respect of equality and diversity, health and safety, data protection, and any other legislative requirement innovative new processes or ideas

Additional Information
- Undertake any other duties as reasonably delegated by your line manager
- The post-holder is expected to work a minimum of 35 hours per week between Monday to Friday.
- The post-holder may be required to work such additional/different hours as may from time to time be necessary for the proper and efficient discharge of his/ her duties which may include evenings, Saturdays, Sundays and bank holidays

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is full consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the Line Manager, Project Sponsor, or Director of Estates.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, Regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review (appraisal) process.

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

E-Essential: Requirement without which the job could not be done
D-Desirable: Requirements that would enable the candidate to perform the job well

Job Title: IT Project Manager
Department/Division: Project Management Office

* A = application; I = interview; T = test

Competency	Evidence	E/D	Test (*)
Education, Qualifications andTraining	Hold an undergraduate degree or have demonstrable and appropriate practical experience	E	A
	Hold a recognised project management qualification including Prince2 and ITILV3 or have appropriate practical experience	E	A
	Hold an ITIL Service Management qualification or have appropriate practical experience	D	
	Hold an appropriate management or leadership qualification	D	
Experience	Demonstrate experience in the management and successful delivery of multiple complex IT projects, ideally in an HE environment	E	A
	Management and budget responsibility for significant projects (strategic value, or business critical in nature)	E	A
	Have experience of the IT software development cycle, waterfall, and agile methods	E	A
	Have experience of business process reviews, optimisation and benchmarking	D	
	Staff supervision/ matrix management	D	
	Demonstrable senior stakeholder management skills, often where there are conflicting viewpoints	E	A,I

Human Resources

	Developing business cases for change and providing robust business benefit realisation documents	E	I
	Vendor management, contract negotiation in a multi vendor environment	E	I
	Resource planning and management	E	I
	Using a network of key individuals to secure important business information and influence broad cultural and organisational change	E	A,I
	Achievement of targets and objectives	E	I
Knowledge	PRINCE2 project management methods	E	A,I
	ITIL Service management or business relationship management methods	E	
	Lead cultural and organisation change through known principles and processes	E	
	The dynamics of higher education and academic endeavour	E	
Skills & Competencies	Ability to manage conflicting priorities in a changing environment, meet deadlines, and handle time critical situations	E	I
	A focus on results — consistent delivery of projects on time, within budget, to specification and agreed quality. Tenacity and resilience	E	I
	Confidence in operating in an environment of change with the ability to use change management models/frameworks	E	A,I
	Well-developed communication skills: verbal, written and in presentations. The ability to sell ideas or benefits and build persuasive arguments based on data, logic and the objective merits of solutions	E	I

SALARY AND CONDITIONS OF APPOINTMENT

The appointment is available immediately. The salary will be on the Professional Support Pathway Grade 7 scale in the range £48,827 to £55,895 per annum (inclusive of London Weighting). The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Director's Days". Membership of the Pension Scheme is available.

APPLICATIONS

Applications should be made on-line via our website at http://jobs.lshtm.ac.uk. Applications should also include the names and email contacts of 2 referees who can be contacted immediately if shortlisted. Online applications will be accepted by the automated system until 10pm of the closing date. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

ASYLUM AND IMMIGRATION STATEMENT

The School will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found at: https://www.gov.uk/guidance/immigration-rules/immigration-rules-appendix-skilled-worker