

# JOB DESCRIPTION



<b>Job Title:</b> Assistant Project Manager (Senior) Business Change
<b>Department:</b> Programme Management Office
<b>Faculty/Professional Service:</b> Central Service
<b>Location:</b> Keppel Street, London
<b>Reports to:</b> Senior Project Manager Business Change
<b>Full Time/Part Time/Casual:</b> Full-time
<b>Grade:</b> Grade 6
<p><b>Overall Purpose of the job:</b> 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 the School, including Estates, IT, business change, programme and project management, people management, relationship management, financial and quality aspects.</p> <p>The APM (Senior) will be an important delivery focused member of the PMO team, reporting to the Senior Project Manager Business Change, delivering projects within the LSHTM's strategic portfolio and support business change initiatives and programme boards.</p> <p>The Assistant Project Manager (Senior) BC (APM) reports to the Senior Project Manager – Business Change.</p> <p>The APM (Senior) will be responsible for specifying, managing, and delivering strategic business change projects, by ensuring effective project plans are realised and risks, issues, budgets, quality, scope and internal communications are actively monitored and managed. The AMP will also contribute towards the service delivery of the PMO, adhering to project and programme management best practices.</p> <p>As an active member of the PMO, the post holder will be expected to influence the quality of the service and the way in which the service is delivered.</p> <p>The post holder will assist PMO management and colleagues with short and long-term project work through research, analysis and by taking ownership of specific assigned work activities with a focus on continually improving outcomes, the post holder will develop and use best practice to deliver services, applying theoretical knowledge and skills within a practical and complex work environment.</p> <p>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.</p>

The ideal candidate will be ambitious, self-motivated, innovative, and have aspirations to progress through the project management ranks to a senior management position, and beyond.

## General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

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.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

## Our Values

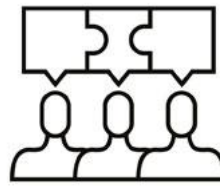
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with  
integrity**



**Embrace  
difference**



**Work  
together**



**Create  
impact**

## FACULTY/DEPARTMENT INFORMATION

### London School of Hygiene and 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.

<b>Main Duties and Responsibilities</b>
<p><b>Communications</b></p> <ul style="list-style-type: none"> <li>• Communicating (both verbally and in writing) across a diverse community of senior stakeholders, good networking and influencing skills.</li> <li>• Stakeholder engagement (both external and internal) including; Partners, Professional Support Services colleagues, Faculty Operating Officers and academics, IT &amp; PMO functional areas, as well as LSHTMs senior management teams and committees</li> <li>• To produce and manage project related communication materials (reports, papers, briefings and other documentation) for a range of internal and external audiences for the purpose of sharing information and providing project updates.</li> <li>• To receive, understand, and convey often complex and complicated technical, legal, financial, and procedural information intelligibly in a variety of formats, both written and oral, at strategic and operational level, for audiences of different levels and engagements</li> <li>• 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.</li> <li>• To provide support to senior colleagues in managing ongoing consultation and engagement with stakeholders through a variety of channels</li> <li>• Communicating work and purpose of PMO to a diverse audience, whether through professional services market place, or advising colleagues across School with the progression of project work.</li> <li>• Provide status updates and reports to a variety of stakeholders and projectboards</li> <li>• Plan and execute effective communications for defined projects that utilise an appropriate range of communications channels.</li> </ul>
<p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>• Work within the PMO team to manage delivery of business change projects</li> <li>• Establish, develop and maintain effective working relationships with all</li> </ul>

internal and external stakeholders.

- Facilitate meetings with the project teams / working groups, on both a group and individual basis, drawing on ideas to help aid the achievement of goals and the development of the team.
- Support the direction of the project by actively managing relationships with stakeholders. Attending and/or contributing to working and steering groups and other project meetings as required
- 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.
- Be a pro-active team member, playing a full part in meetings and events, as appropriate and required
- Work with project teams to organise project events and workshops (e.g. stakeholder consultations, focus groups).

### **Liaison and Networking**

- Maintain excellent relations with colleagues across the School 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
- Networking ability and utilising good influencing skills with internal partners to achieve effective business and project outcomes.
- 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.
- Disseminate communications and other correspondence to internal and external partners in relation to different project streams, policies or procedures and other key areas of work
- Act as a point of contact or project lead for different work streams/projects to facilitate effective outcomes
- Lead and direct teams of external consultants working closely and collaboratively with the team, the contractor and with users within the School to deliver projects.
- Liaise with internal partners to achieve effective roll out of projects within the LSHTM's strategic portfolio, which may include establishing working groups and other forums
- Help develop and maintain internal and external research networks and develop a knowledge of the project stakeholders.

### **Service Delivery**

- 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
- Work within the PMO team to manage the delivery of projects within LSHTM's strategic portfolio.
- Manage delivery of projects from inception to completion and review in accordance with established procedures adopted by the PMO, closely

aligned to the principles of PRINCE2

- Deliver projects on time, to an agreed cost plan, and to an appropriate standard.
- Manage project budgets, keeping full records of project spend, working with colleagues in PMO, to reconcile spend against LSHTM's financial records.
- Prepare progress and exception reports on projects for the PMO
- Initiate contact with internal and external partners to enhance systems and processes where necessary
- Support with the recruitment of project staff and (if required) external consultants in line with the LSHTM procurement policies and regularly review their performance by monitoring KPIs.
- Initiate and manage discovery studies/investigations to develop project scope and specifications in line with the business needs of LSHTM.
- Create business cases for new projects in line with the PMO procedures, where necessary work with the Finance department to set new projects up on the system providing a budget breakdown and agreed approvers.
- Assist stakeholders with performance and technical issues in delivery of projects
- Where required lead and direct external consultants to achieve the business and project outcomes
- Review financial reports submitted by sub-contractors/collaborators to ensure the expenditure is in line with the budget
- Prepare documents for recruitment of project staff, including coordination of recruitment activities inc on-boarding, ensuring that all appointments are compliant with LSHTM procedures.
- Ensure that projects where required comply with all relevant legislation and Schools policies.
- Knowledge and experience of contract administration, payment review, contract instructions and arbitration.
- Understanding of relevant professional services contracts and their application within change projects
- Appreciation of the needs of the internal customer and a demonstrable commitment to developing excellence in the provision of business critical change projects as a member of a team

### **Decision Making**

- Responsible for deciding on the effective delivery method of projects within the constraints of the PMO guidance
- Identify, manage and document risks throughout projects, using established formats for risk matrices. To plan and implement responses to risks.
- Manage and monitor and initiate 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.
- 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 and Organising**

- Produce and maintain project plans and risk mitigations for all active

projects and contribute to planning, risk and issue management of the PMO project portfolio.

- Ensure that projects are well documented in an accessible and auditable format
- 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
- Assess each task for urgency/importance and create a comprehensive work-plan, in particular taking into account reporting deadlines.
- Manage the compilation of information and preparation of reports for applicable projects.
- Develop and maintain information management systems for appropriate administration of the projects

### **Initiative and Problem Solving**

- Being able to make decisions based on knowledge of school's strategic position, requirements of the project through the project brief, the school's legal and operational requirements, and to be able to understand the impact of any decision made.
- Identify and anticipate problems that may arise within the areas of administration/financial management and develop innovative and workable solutions.
- Ability to use initiative to formulate a project plan and deliver against the approved project objectives
- Determine when appropriate to escalate issues to the steering committee/senior management team or someone with specialist knowledge.

### **Analysis and Research**

- Perform analysis of project data, presenting findings accurately and appropriately to support project proposals.
- Collating and analysing information as required, ensuring accuracy and delivering to agreed timescales
- Analyse post project review materials, to extrapolate the good and poor from project delivery, to ensure repeated risks and issues are mitigated through project review and lessons learnt dissemination
- Analyse business process activities, and make recommendations for process improvement to business owner

### **Additional Information**

- Contribute to the development of processes of team working in a culture of continuing improvement and good practices.
- Undertaking other general administrative work as necessary.
- Demonstrate LSHTM'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.
- Taking responsibility for your continuing professional and personal development.

### 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 consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

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 and Development Review (PDR).**



## 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.

Competency	Evidence	E / D
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>Hold an undergraduate degree or have demonstrable and appropriate practical experience</li> </ul>	E
	<ul style="list-style-type: none"> <li>Hold a recognised professional project management qualification, or have appropriate practical experience</li> </ul>	E
<b>Experience Knowledge General</b>	<ul style="list-style-type: none"> <li>Managing strategic business change projects, ideally in an HE environment</li> </ul>	E
	<ul style="list-style-type: none"> <li>Demonstrable project management skills which evidence a high level of organisational and operational planning skills, including the ability to manage a varied and heavy workload</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of managing a project lifecycle and project implementation in a project management environment</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience managing and reporting project budgets</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of negotiating and working with external stakeholders</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience delivering project works to tight programmes</li> </ul>	E
	<ul style="list-style-type: none"> <li>Working with Project team and key project stakeholders to track and report project status and progress</li> </ul>	E
	<ul style="list-style-type: none"> <li>Proven understanding of risk management reporting and mitigation strategies</li> </ul>	E
	<ul style="list-style-type: none"> <li>Appreciation of the needs of the internal customer and a demonstrable commitment to developing excellence in the provision of business critical change projects as a member of a team</li> </ul>	E
	<ul style="list-style-type: none"> <li>Administration experience, organising and servicing meetings and formal committees and communicating with a wide range of people</li> </ul>	D
	<ul style="list-style-type: none"> <li>The ability to absorb user requirements and successfully apply these to scoping / specification documents</li> </ul>	D
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Proven awareness of the principles of PRINCE2 project management or similar methodology</li> </ul>	E

	<ul style="list-style-type: none"> <li>• Knowledge of relevant legislation that can impact on project delivery</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Knowledge and experience of contract administration, payment review, contract instructions and arbitration.</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Knowledge and understanding of relevant professional services contracts and their application and procurement routes</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Awareness of Higher Education structure and its governance process</li> </ul>	D
<b>General</b>	<ul style="list-style-type: none"> <li>• Ability to use initiative and work autonomously whilst also being able to contribute effectively in a team environment</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Analyse post project review materials, to extrapolate the good and poor from project delivery, to ensure repeated risks and issues are mitigated through project review and lessons learnt dissemination</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to analyse business process activities, and make recommendations for process improvement to business owner</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to apply intellectual rigor and understanding, analyse, interpret, explain and summarise complex data and issues in a logical manner</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to think ahead and demonstrate effective and creative problem solving skills</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills and the ability to adapt oral and written communication methods and styles to suit the audience</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Good standard of IT skills, including Microsoft Word, Excel, PowerPoint and databases</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to build and sustain effective professional working relationships within the team and across the wider business environment</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to manage conflicting priorities in a changing environment, meet deadlines, and handle time critical situations.</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to plan, prioritize, and complete a challenging workload to agreed timescales</li> </ul>	E

	<ul style="list-style-type: none"> <li>• Self-motivated and committed to achieving targets</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Demonstrable understanding of the principles of good financial management</li> </ul>	D

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: Jan 2025

## **Salary and Conditions of Appointment**

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 6 scale in the range £44,847 - £50,808 per annum pro rata (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 "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

## **Application Process**

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to [jobs@lshtm.ac.uk](mailto:jobs@lshtm.ac.uk).

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

## **Asylum and Immigration Statement**

LSHTM 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.

This role does not meet the minimum requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.