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# Project Delivery & Operations Officer

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| **Department/Division/Faculty:** | Educational Technology Unit/Imperial Business School |
| **Campus/Location:** | South Kensington Campus |
| **Job Family/Level:** | Professional Services , Level 3b |
| **Responsible to:** | Director of Learning Innovation |
| **Line management for:** | N/A |
| **Key working Relationships (Internal):** | IDEA Lab, Associate Dean Education Pedagogy and Innovation, Business School faculty, Programme and Education Quality team, Teaching Assistants, PhD Students, ICT, Facilities, Digital Learning Hub |
| **Key Working Relationships (External):** | External teaching staff, Suppliers, Clients, Contractors, Peers at other Universities |
| **Contract type:** | Full time, Fixed Term (Maternity Cover) |

## Purpose of the Post

Imperial Business School's strategic vision is to be a globally excellent business school that ranks among the best in the world. The IDEA Lab plays a critically important role in achieving this vision by building new capabilities in online, blended and on-campus delivery, implementing advanced analytical tools to understand and improve student learning and engagement, and pioneering new technologies to cultivate an innovative learning experience for our students. The IDEA Lab is an area of competitive advantage for the school, maintaining our position as a world-leader in digital education and ensuring our reputation as a place for innovators and entrepreneurs.

The purpose of this post is to provide project management and administrative support to the IDEA Lab team supporting the development and delivery of our world-leading online and on-campus programmes. The post comprises multiple aspects, including setting up projects, task tracking, reporting, process documentation, meeting coordination, continuous improvement, resource management and scheduling. The postholder will have strong organisational, project management and communication skills.

This is an opportunity to join an ambitious and dynamic team with and be at the forefront of creating high-quality learning solutions to meet the growing needs of higher education at a world-leading institution.

## Key Responsibilities

- Project management: Support the whole team, and the senior leadership team, with project-based working across the Lab. Use the intake process to assess project viability and track requests through to project acceptance. Scope new projects at initiation, ensuring they are adequately documented and filed. Lead coordination from set up to delivery of ongoing projects, ensuring they stay on schedule and within agreed scope and budget. Monitor project progress and adapt project plans as required escalating where delivery is at risk. Develop presentations for internal and external audiences. Adapt and apply project management techniques to a variety of innovation projects, using relevant project management methodologies. Ensure efficient project closure, including proper documentation, evaluation and lessons learned for future reference. Meeting coordination: Schedule, coordinate, or chair stand-ups and project meetings to review project progress and lifecycles, identify, manage, and resolve any obstacles, and align the team on tasks for the coming week. Schedule and coordinate project kick-off meetings, project check-ins, project management meetings, scope confirmation meetings. Facilitate regular meetings for IDEA Lab team, including with others in the Business School and in other parts of the university, coordinating agendas, logistics and communications.
- Asana management: Manage Asana to track project progress, assigning tasks and maintaining an organised workflow. Train and support other team members in using Asana effectively. Keep up to date with new asana features to improve project workflows and champion the use of asana within the team. Keep use of Asana and other potential project management tools under review.
- Process documentation: Monitor and document project processes and maintain this documentation to ensure it remains updated. Ensure project documentation is stored consistently, accessible to relevant colleagues and used consistently across the team. Strengthen operations maturity within the team by applying proven techniques to streamline workflows, enhance project processes, and foster clearer communications between project teams and stakeholders.
- Resource management: Support with project planning and identification of resources needed for projects, ensuring they are available when needed. This may include human resources, physical resources, or digital tools. Work closely with IDEA Lab leadership to coordinate project resourcing and coverage.
- Risk management: Identify, assess, and manage potential risks related to project delivery and propose mitigation strategies. Keep stakeholders informed about the potential impact of identified risks. Develop and maintain project risk registers and issue logs.
- Stakeholder management and reporting: Act as a liaison between different stakeholders, including team members, management and external partners and provide advice as needed. Ensure clear, timely and effective communication of project status, decisions and changes.

## Other duties

- Contribute to delivery of ongoing projects (e.g. VR, inductions) within the IDEA Lab.
- Build and maintain working relationships with external agencies, faculty, teaching assistants as necessary.
- Assist with administrative tasks as requested by the IDEA Lab Senior Leaders, such as processing invoices, supporting the team Budgeting process and updating the SharePoint.
- Keep abreast of developments in learning in HE and participate in appropriate university groups and committees concerned with the IDEA Lab.
- Undertake any other duties and responsibilities commensurate with the grade of the post.

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## Person Specification

| Requirements<br>Candidates/post holders will be expected to demonstrate the following: | Essential (E)/ Desirable (D) |
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| **Education** | |
| Degree qualification or equivalent professional experience | E |
| **Experience** | |
| Familiarity with a project management software (such as Asana). | E |
| Proven experience in supporting the successful delivery of complex projects relating to online and blended learning. | E |
| Proven experience in generating comprehensive reports for a variety of stakeholders,<br>communicating complex project information clearly and succinctly. | E |
| Experience of working in a fast-paced and dynamic team environment. | E |
| Experience in overseeing and managing contracts and budgets. Familiarity with contractual terms and conditions and demonstrated ability to ensure accurate invoicing and timely payments. | D |
| Experience in training team members on how to use project management software effectively. | D |
| Experience of working within a Higher Education environment. | D |
| Familiarity with e-learning platforms and technologies (such as Canvas, Moodle, Blackboard, etc.). | D |
| Understanding of higher education | D |
| **Knowledge** | |
| Thorough understanding of project management techniques and methods. | E |
| Demonstrated proficiency in using project management software to set up projects, manage tasks, track progress and produce reports | E |
| Familiarity with relevant legal and regulatory requirements, particularly data protection and privacy laws. | D |
| A recognised project management qualification, such as PRINCE2, APM PMQ or PMP. | D |
| An awareness of the principles and contemporary best practices in digital education and an interest in how new technologies can enhance learning (some experience, either formally or informally of learning online is especially helpful). | D |

| Skills & Abilities | |
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| Ability to organise a team to successfully deliver both new projects and ongoing operations. | E |
| Exceptional written and verbal communication skills, with a strong emphasis on clarity and accuracy when reporting to stakeholders. | E |
| Excellent interpersonal, organisational and administrative skills. | E |
| Ability to work as part of a team in the management and successful delivery of projects, balance<br>priorities, deliver to deadlines and use project management tools effectively. | E |
| Excellent problem-solving skills. Ability to analyse problems and develop effective solutions using a logical approach. | E |
| Confidence in working effectively with senior stakeholders and across multidisciplinary teams. | E |
| Meticulous attention to detail and the ability to work to a high level of accuracy. | E |
| Ability and willingness to learn from, and pass knowledge on to, others and develop the relevant<br>formal and informal networks to enhance learning opportunities. | E |

## Further Information

Please note that job descriptions cannot be exhaustive, and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Our values are at the root of everything we do and everyone in our community is expected to demonstrate Imperial:

- Respect
- Collaboration
- Excellence
- Integrity
- Innovation

Employees are also required to comply with all Imperial policies and regulations.

We are committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all. We encourage candidates to apply irrespective of age, disability, marriage or civil partnership status, pregnancy or maternity, race, religion and belief, gender reassignment, sex, or sexual orientation. You can read more about our commitment on our webpages.