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**Job Description**

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| **Job title:** | **Project Manager** |
| **Department/School:** | **Computing Services** |
| **Grade:** | **8** |
| **Location:** | **University of Bath** |

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| **Job purpose** |
| To project manage new and existing IT based services across the University, in order to help the University run more efficiently and effectively. To initiate and lead significant business process improvement projects providing measurable business benefits, for both professional services and academic departments.  To set and follow programme/project plans, and achieve goals for the project/service team you lead, from inception to completion and staying focused on their quality, timeliness and resources. To manage on-going services that are maintained and enhanced while remaining stable and dependable. To ensure that the projects and services are cost effective and deliver value for money, and that all work matches the University's business and quality needs. |

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| **Source and nature of management provided** |
| Assistant Director (Management Information Systems). |

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| **Staff management responsibility** |
| Line management of the technical team and project management of the wider project team.  The post holder will be expected to implement and work within the University’s Policies and Guidelines. |

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| **Special conditions** |
| Standard University business hours are 9.00 am – 5.20 pm Monday to Thursday and 9.00 am – 5.10 pm Friday. From time to time you will be required to work outside these hours, for example to manage maintenance during less disruptive periods such as a 7.00 am start on Tuesdays for the ‘at-risk’ period.  The University operates an “out-of-hours” system to ensure service continuity. The post-holder will be required to join the out-of-hours list and asked to undertake occasional duties outside of standard University hours including evenings or weekends.  The post-holder will ensure full compliance with all Data Protection laws and any relevant University policies and guidelines. |

| **Main duties and responsibilities** | |
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| **1** | **Service management**   * Be responsible for significant management information services, their development and on-going maintenance and enhancement in an effective and sustainable manner. * Define service plans and levels, and ensure service delivery meets these. * Build and maintain strong working relationships with key customers, their teams and communities, understanding their business needs and directions. * Create, lead and inspire customer communities to own and develop the systems themselves, and derive greater business benefits. * Maintain, upgrade and enhance existing projects/systems/services as the University's business context changes. * Be accountable for the definition, ownership and development of one or more technology services on behalf of Computing Services, and represent the wider community of service users within the University. |
| **2** | **Project management**   * Manage cross-department project teams implementing management information systems, ensuring that projects are delivered on time, within budget and to the quality required by the University. Work with the IT Training Team and the Service Desk as well as other teams to do this. * Plan and manage the scope, business requirements and risks involved in new and existing systems. Monitor the application and compliance to security standards. * Review plans and resources in the light of changes through the project lifecycle from procurement through implementation to post project reviews, support and systems maintenance. * Provide timely and relevant information to project boards, and be part of the project governance and decision-making structure. * Monitor the benefits accruing from these projects, and provide ‘lessons learned’ at the end of projects, and promote best practice. |
| **3** | **General management and leadership**   * Manage the staff within project teams, ensuring a high level of commitment, achievement and professionalism, such that service delivery is of a high standard and staff are capable and motivated. * Line-manage systems developers within project teams, and be responsible for their recruitment and development. * Communicate effectively and engender strong professional relationships within the project team, the department and throughout all levels of the University. * Use knowledge, experience and initiative to solve complex problems, for example reconciling system limitations and budgetary constraints with University requirements. * Maintain an overall understanding of the global needs of the University, the information and technologies your team supports and any opportunities there. To use this knowledge to inform future IT and University strategy and development. * Contribute to raising the University profile externally by representing the University within the HE sector, with external suppliers etc. * Understand and implement all pertinent University policies and procedures. * Be accountable for the definition, ownership and development of one or more technology services on behalf of Computing Services, and represent the wider community of service users within the University. |
| In addition to University provided training and development, you will undertake sufficient personal and professional development as required, ensuring skills and knowledge are up to date so that the role is performed to the required level.  You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.  Some occasional travelling may be required, for example to user groups or conferences. | |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Educated to higher degree level in an appropriate subject or equivalent qualification or experience in a related field | 🗸 |  |
| ILM (Level 3) Qualification or equivalent leadership and management experience | 🗸 |  |
| Professional project management qualification (e.g. PRINCE2 foundation or equivalent) or demonstrable equivalent experience in  leading or managing projects | 🗸 |  |
| ITIL (Version 3 or later) Foundation Level Qualification [or with training have achieved this qualification within their probation period] | 🗸 |  |

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| **Knowledge and experience** | **Essential** | **Desirable** |
| Demonstrable experience of IT project management, and more generally change management within a large organisation | ✓ |  |
| Experience of managing organisation-wide IT project implementations and on-going services | ✓ |  |
| Demonstrable experience of developing and managing strong working relationships with a wide variety of customers. | ✓ |  |
| Experience of managing an on-going complex IT service within a large organisation | ✓ |  |
| Experience of the relevant systems used by the University |  | ✓ |
| Experience of managing a team to deliver IT services within a large and diverse organisation | ✓ |  |
| A good understanding of the UK HE context |  | ✓ |
| **Skills and aptitudes** | **Essential** | **Desirable** |
| Excellent team leadership and management skills, including effective coordination, motivation and negotiation | ✓ |  |
| Excellent customer relationship skills, in particular the ability to rapidly build good working relationships with key project/service stakeholders | ✓ |  |
| Excellent written and verbal communication skills, including the ability to adapt communication style to suit the audience and to work with staff at all levels | ✓ |  |
| Excellent organisational skills, with the ability to achieve results for multiple, simultaneous projects with competing demands | ✓ |  |
| Ability to adapt quickly and exploit opportunities within a technically challenging and dynamic business environment | ✓ |  |
| Commitment to providing excellent service for all students and staff | ✓ |  |
| Commitment to team and self-development. Continually improves knowledge, skills and behaviours making sure to transfer any relevant knowledge/skills gained to others | ✓ |  |
| Positive attitude to the application of corporate policies and procedures | ✓ |  |
| Ability to deal with confidential and sensitive information with tact and discretion | ✓ |  |

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| **Effective Behaviours Framework**  The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**  Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**  Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**  Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. |
| **Embracing change:**  Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**  Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**  Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**  Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**  Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**  Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria. |