Job Description
Technical Project Manager

Salary: Grade 7
Contract: Full time
Location: Canterbury Campus
Responsible to: Operational Enablement Manager
Job family: Administrative, Professional and Managerial

Job purpose

The role provides leadership for the planning, management and delivery of significant or complex University wide impacting projects in relation to technical solutions so they are delivered on time and on budget.

To act as a champion and mentor for project management approaches within the department, supporting the Operational Enablement Manager.

The role and surrounding team support the development, promotion and advocacy of collaborative digital tools across University. The role holder supports the University's digital transformation and seeks to streamline or create new business processes, to enhance efficiency and improve user experience. The role holder will also work to empower staff and students to use digital technologies in new and innovative ways.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Deliver significant projects which seek to create/further enhance the digital solutions at the University to support teaching, research and administrative functions and drive digital transformation in areas where there is greater opportunity/immediate requirement.
- Investigate developments and changes to digital solutions and their use in the HE sector and consider the impact or potential adoption within the University.
- Facilitate the design and implementation of the digital solutions portfolio and embed processes of continuous service improvement and adoption of new and emerging tools, where applicable, to support staff and student productivity.
- Planning, management and delivery of specialised projects, working closely with fellow experts, internally or externally to the University, to understand and deliver against institutional requirements and priorities.
- Manage the project budgets and liaise with IT Asset Management team to ensure licensing compliance for digital solutions.
- Support the operation of digital solutions through incident management and problem management.
- Define performance metrics and monitor the quality standards (e.g. availability and security) of digital solutions. Draft improvement plans if quality falls below the service baselines. Gather, process and analyse qualitative and quantitative data about solutions usage and satisfaction and plan service improvements and developments.
- Define and facilitate the change management processes for digital solutions to ensure that service improvements are implemented that meet emerging user requirements and that associated risks are effectively managed. Ensure that changes are effectively communicated with users to minimise disruption and maximise adoption.
- Promote the benefits and uses of the digital solutions through a range of media to staff and students.

- Develop security and usage policies and monitor compliance in partnership with Information Compliance and IT Security colleagues.
- To coordinate and steer project activities, including the work of non-IS staff and contractors, in order to deliver projects with a University-wide impact in a timely manner, within available and agreed resources.
- To develop and refine project proposals in collaboration with project sponsors, ensuring that all stakeholders are appropriately consulted and that each resulting project plan provides an accurate and full description of the project in accordance with the IS project management methodology.
- Support other internal IS staff who are managing projects by offering advice, guidance and mentoring as well as being an exemplar in the application of project management techniques and approaches.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Working with sometimes reluctant and extremely busy staff, and with a very diverse student population, the post holder will champion digital solutions, and through this support IS to lead a major shift towards the digital campus.
- Engage with complex issues related to collaborative services such as data protection, identify and access to services, software licensing, process mapping, business intelligence, etc.
- Engage in new ways of working and encourage staff and students across a wide range of disciplines to engage with change.
- Is required to develop sustainable, respectful and collegial relationships with university colleagues at all levels so as to flag opportunities that may arise.

Facts & figures

This is an independent role with responsibility for identifying and commissioning third parties to deliver products and services, where necessary.

Setting and achieving budgets from £10,000s up to £100,000s per project and may have up to 10 large, complex projects in progress or about to start at any given time

Allocated projects will be those that are technically complex, impact on ways of working across the whole university, require extensive cross-university engagement and buy-in, have significant impact on staff/student experience or because of other complexities, require high level project management skills to deliver.

Undertake financial modelling to assess the effectiveness of different service or resource management models.

Internal & external relationships

Internal:

- IT staff in IS, E- learning, Data Protection, Academic Divisions and PSDs – agreeing digital solutions framework, delivering programmes of work.
- Staff and students – engaging and empowering.
- Committees, user panels and other meetings.

External:

- Other Universities, professional & academic networks – maintaining and building partnership
- Professional bodies – networking, training
- External contractors and suppliers – monitoring, liaising

The role holder is expected to demonstrate a commitment to equality, diversity and inclusion; promoting collaboration and positive partnerships, working harmoniously with colleagues, students and other stakeholders of all cultures and backgrounds.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Repetitive limb movements
- Regular use of Screen Display Equipment
- Conflict resolution
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends
- Ability to occasionally travel in a timely and efficient manner between campuses

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

You will have a strategic approach to the digital transformation of a large institution and be comfortable assessing and determining requirements in both user and technical communities. Able to demonstrate the following skills, experience, abilities and personal interests:

Essential Criteria:

- Relevant degree or equivalent work experience (A)
- Excellent digital skills and good knowledge of Microsoft 365 or similar collaborative tools. (A,I)
- Experience in managing projects or work plans and achieving desired outcomes. (A,I)
- Excellent communication skills both written and verbal, including clear and effective presentation skills and the ability to produce clear and concise written material. (A,I)
- Good time management and organisational skills. (A,I)
- Good problem-solving skills. (I)
- Effective team worker and able to work in virtual, matrix and project teams (I)
- Good IT skills, in particular spreadsheet, word-processing, e-mail, document preparation and management and data analysis (A,I)
- Ability to keep knowledge and learning updated, keeping abreast of future developments within own specialism (A,I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)

Desirable Criteria:

- Experience or knowledge of higher education settings (A)
- ITIL foundation or practitioner certification or similar qualification (A)
- Project management qualification / training (A)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage