

Candidate Information

Position: Digital Transformation Programme Manager
School/Department: Directorate Office (Information Services)
Reference: 21/108828
Closing Date: Monday 31 May 2021
Salary: £52,560 to £60,905 per annum
Anticipated Interview Date: Monday 14 June 2021

JOB PURPOSE:

As a programme manager you will be directly involved in managing and delivering large scale digital transformation programs and projects. You will work alongside key stakeholders across Queen's to optimize the structure of their business, leveraging technology and data to transform business processes.

Be responsible for the management and delivery of digital transformation programmes.

Own project goals leveraging expertise to inspire a sense of shared purpose within the project team.

The post holder will provide the transformation leadership of the delivery of the Dynamic Digital Experience highlighted in Queen's Corporate Plan for students and staff.

MAJOR DUTIES:

1. Take the lead role in the development and implementation of the Digital Transformation Programme within the context of the University's Corporate Plan and the changing academic, financial and political environment.
2. Work with the Head of Digital Transformation in the development of a university wide Digital Transformation Strategy and Roadmap. Translate business requirements and strategic direction into actionable digital or technology process and work closely with internal stakeholders or partners.
3. Responsible for the development and obtaining approval of business cases for projects within the IS Digital Transformation Programme.
4. Plan and monitor the introduction of modern software development practices, as defined via external benchmarks, into Queen's Information Services team. These new methodologies and technologies will be used to deliver the best possible service to the customer base.
5. Deliver measurable and significant impact on the user experience. Establish and report on accurate metrics to prioritise and evaluate the IS Digital Transformation Programme based on industry best practice e.g. Return on Investment, impact on student and staff satisfaction.
6. Ensure customer feedback and quality processes are in place for all areas of responsibility to provide evidence-based improvements in the solutions delivered by Digital Transformation Programme.
7. Develop and manage the relationships with key strategic third-party digital delivery partners, The focus should be on ensuring that Queen's leverages the capabilities of these partners to progress the Information Services Strategic Plan.
8. Drive advocacy and generate demand of digital capabilities across the Senior Management Team at Queen's.
9. Document and proactively manage risks and issues relevant to the successful delivery of the Digital Transformation Roadmap.

Planning and Organising:

1. The post holder will be a key participant in setting the strategic direction of the Information Services and the successful realisation of the annual operational planning process.
2. Lead the Digital Transformation Programme activities, across the University, to deliver the desired outcomes of the Information Service Strategic Plan.

3. Own project goals and drive business results.
4. Plan, prioritise and organise individual, team and supplier activities with an appreciation of longer-term goals, ensuring plans support Queen's Corporate Plan requirements for a Dynamic Digital Experience.
5. Update the roadmap for the Digital Transformation Programme on a rolling five year basis and lead the implementation of projects to realise the roadmap.
6. Contribute to the on-going development of the Information Services Strategic Plan and the Digital Transformation aspects of Queen's Corporate Plan.

Resource Management Responsibilities:

1. Lead and manage staff in a major functional area or service grouping, developing them and raising their performance.
2. Leveraging personal expertise to inspire a sense of shared purpose within the project team.
3. Ensure the financial outcomes for the Digital Transformation Programme are managed effectively within a budget.
4. Initiate and explore ways of improving efficiency, effectiveness and promote improvements in value for money.
5. Assess the workforce implications of the proposed developments including training and development needs and requisite skill sets.

Internal and External Relationships:

1. Establish and deliver a communication plan to effectively provide updates to senior stakeholders of key issues and blockers that may impact objective attainment or critical program and project completion.
2. In partnership with relevant stakeholders develop a programme of transformation activities that are prioritised and supported across the University.
3. Provide advice on digital technology and its benefits to senior colleagues from all areas of the University.
4. Represent Queen's on national committees such as UCISA, Russell Group IT and external bodies, ensuring that Queen's broader strategic imperatives are supported by national initiatives in the digital environment.

ESSENTIAL CRITERIA:

1. *A degree in Computer Science or related discipline OR evidence of substantial relevant professional experience in digital transformation.
2. *Experience of leading strategic change management programmes in a complex private sector firm or significant public sector organisation.
3. *Proven ability to build strong relationships across stakeholder groups, with the ability to effectively influence and communicate across various business units and at senior levels within the organization.
4. *Experience of leading and delivering digital transformation programmes and working with multiple partners and stakeholder groups.
5. *Extensive experience in Agile software delivery methodology.
6. Strong financial acumen with the ability to develop and manage budgets.
7. *A proven track record of delivering strategic outcomes with flexibility and creativity.
8. Ability to communicate effectively, written and oral, with both technical and non-technical staff at all levels within the University and across industry sectors.
9. Manage and develop relationships with senior stakeholders and clients, including at the board level.
10. The ability to negotiate with, influence and motivate others.
11. Proven ability to successfully manage interactions with internal business partners and third-party solution providers.

DESIRABLE CRITERIA:

1. *Membership of British Computer Society or Institute of Engineering.
2. *Project Management accreditation (e.g. PRINCE2 Practitioner).
3. *Experience of developing innovative solutions utilising Cloud based services.
4. *Knowledge and experience of cyber security standards such as ISO 27000.
5. Experience of using social media channels to promote employer's reputation.
6. Ability to develop personal networks at a national and international level.