Candidate Information

Position: Development Group Programme Manager
School/Department: Learning and Teaching Support
Reference: 22/109793
Closing Date: Monday 9 May 2022
Salary: £53,348 - £61,818 per annum
Anticipated Interview Date: Monday 23 May 2022

JOB PURPOSE:

To manage the LTS Development Group and associated projects, staff, systems and services including maintenance and support in delivery of the University's strategic objectives.

MAJOR DUTIES:

1. Programme Management tasks for LTS projects, and other projects, for which the postholder is directly responsible including defining, monitoring and managing project plans/schedules; managing the project teams to ensure key milestones are met; ensuring the systems developed are fit for purpose and integrate with existing systems; controlling the project budgets; production of project documents and maintenance of project files; leading/participating in project meetings; providing status reports and advice; assessing and managing change requests and resolving stakeholder conflict.

2. Carry out the lead role in the design, development, deployment and support of the Development Group Systems and Services.

3. Take primary responsibility for analysing the business requirements and prioritising development to support University needs.

4. Oversee the Team Leaders in managing and monitoring their teams and in developing individual team and service plans.

5. Help determine and manage the development framework for services and liaise with other areas to facilitate and enhance provision.

6. Plan and co-ordinate the activities of a team of staff ensuring the consistency, robustness and integrity of the developed tools and services.

7. Lead significant cross-functional teams to ensure the successful delivery of programme goals.

8. Manage and input into the development of support and training programmes.

9. Liaise with Help Desk staff on the introduction of new services. This may include the identification or delivery of appropriate training or knowledge transfer.

10. Working with Team Leaders create and maintain documentation associated with projects and key services, including disaster recovery planning.

11. Provide regular reports to Senior Management on current and potential projects, providing relevant statistics and agreed KPI's.

12. Keep a technology watch, analysing current trends in technology especially those applied to the Higher Education sector and communicating any potential benefit to the University.

13. Contribute to the overall management of the Division, working closely with line management feeding into the strategic direction and priority setting for key services.

14. Keep up to date with technology developments and their potential application to Higher Education and Learning and Teaching Support.

15. Any other reasonable duties in connection with the post.

ESSENTIAL CRITERIA:

1. A primary or higher degree or equivalent qualification in a discipline with significant computing elements.
    OR
    At least 6 years professional programme management experience leading teams developing online business solutions in an IT environment in a complex organisation.

2. Experience gained in the last 6 years:

   1. Experience, gained in an IT environment, of managing large projects using project management techniques, e.g. Prince2.*

   2. At least four years' experience of managing the planning, development, delivery and support of enterprise wide online business solutions in a complex organisation.*

   3. At least three years' experience managing significant enterprise wide online business systems in a complex organisation.*

   4. Significant (at least three years') experience of managing professional teams within a technical environment*

3. A wide ranging and deep knowledge of the technologies affecting the delivery of IT business systems including large-scale database management systems, web technologies and programming languages.

4. Good team working skills.

5. Ability to assign tasks to others and be responsible for ensuring work is completed to the required timescales and standards.

6. Understanding of how ICT can be exploited to underpin, enhance and support business processes.

7. Experience in dealing with a wide range of customers and staff at all levels in an organisation.

8. Ability to influence others, including senior management.

9. Excellent oral and written communication skills and the ability to deal with senior colleagues.

10. Ability to bring a creative and flexible approach to resolving problems.

11. Willingness to work flexibly to meet the requirements of the post.

DESIRABLE CRITERIA:

1. A primary honours degree in Computer Science.

2. PRINCE2 practitioner certification or an equivalent qualification.

3. ITIL Foundation.

4. Experience of the day to day management of any of the following business systems, experience would include solution development, deployment and support:

   - Microsoft SharePoint 2013 (or later).

   - Microsoft Dynamics Customer Relationship Management System (Dynamics 365).

   - An Enterprise wide Content Management System (CMS) for web content and services delivery.

5. Understanding of how technology can foster and support innovative learning and teaching and assessment methods.

6. Knowledge of developing web based applications using .Net, PHP or JAVA.

7. Knowledge of designing and developing databases in Microsoft SQL Server or Oracle.