

**JOB DESCRIPTION**

**Job Title:** Digital Transformation Programme Manager

**School/Service:** IT Services

**Grade:** H

**Campus:** Docklands

**Responsible to:**  IT Director

**Responsible for whom:** The Programme Management Office and all staff employed within

**Liaison with:** Staff, students and external organisations as required

**ABOUT UEL:**

The University of East London has been pioneering futures since 1898: from the 2nd Industrial Revolution through to where we are now, the 4th. We are a careers-led university, dedicated to supporting our students to develop the skills, emotional intelligence and creativity needed to thrive in a constantly changing world.

Vision 2028 has been developed to transform our curriculum, pedagogy, research impact and partnerships to make a positive difference to student, graduate and community success. Our ambitious but achievable goal is to become the leading careers-focused, enterprising university in the UK, one which both prepares our students for the jobs of the future and provides the innovation to drive that future sustainably and inclusively.

**THE DEPARTMENT:**

The University of East London has an impressive range of IT resources comprising of over 3,800 open access and individual office computers serving more than 10,000 students and staff users. ​Students at UEL benefit from state-of-the-art computing and multimedia facilities both in our Libraries and in our Conference and Computing Centre as well as within their Schools, all of which IT Services support and implement.

**JOB PURPOSE:**

To effectively lead and manage the IT Services’ Programme Management Office (PMO), enabling best practice delivery of all projects, programmes and portfolios that fall within IT Services’ remit.

Reporting to the Director, the role holder will be responsible for the development, management and delivery of IT projects overseeing not only their own portfolio of projects but those of the team members also.

The role will provide leadership in positioning the Programme Office as a key enabler to support the University’s business change & transformation. The Programme Manager will work closely with the Applications, Infrastructure & Service Delivery teams within IT Services, as well as key stakeholders and third-party system providers, to ensure that projects and programs are delivered in a timely manner, are compliant and fit for purpose, meeting the needs of the University and delivering value for money.

**MAIN DUTIES AND RESPONSIBILITIES:**

The Programme Manager is responsible for:

* The accountability of programme finance, delivering budget management and maintenance.
* Managing the relationship with key stakeholders promoting engagement and awareness of the purpose and functionality of the projects team.
* Providing expertise and professional advice to the University Infrastructure Board reporting on project, programme and portfolio status.
* Working with the Project Managers on resource planning and facilitating Applications and Infrastructure project resourcing.
* Working to deliver continuous improvement of project methodology, documentation creation/collation, processes and procedures.
* Co-ordinating the programme of projects ensuring cross-collaboration between services, schools and project teams, identifying co-dependencies and resource allocation alignment.
* Supervising work execution according to project best practice.
* Providing resolution for problems and issues arising from project implementation.
* Overseeing the mitigation of programme risks.
* Leading the projects team in project delivery and best practice.
* Motivating the team, maximising the potential of individuals and developing them in line with the University’s PDR process.

These responsibilities will be met by:

* Providing strong and effective leadership. Developing talent and promoting best practice. Driving the standard of project & programme delivery ensuring that all projects and programmes are planned and delivered to time, cost and quality.
* Overseeing the delivery of all projects, whilst ensuring compliance with internal and external specific SLAs, with the desired goal of providing an ITIL compliant service.
* Leading the PMO through supporting the Project Managers in achieving success in delivering their projects, ensuring alignment with IT Services and Business priorities, strategies and vision.
* Development of portfolio roadmaps for all IT governance boards. Overseeing the delivery of reports, ensuring project deadlines, milestones, risks and benefits are addressed and communicated effectively enabling business decisions to be made.
* To proactively explore with a wide range of stakeholders operational and strategic needs to inform planning and the management of continuous improvement activities to deliver value for money and improved staff performance.
* Ensuring effective risk management for all IT projects identifying and implementing effective mitigations, maintaining robust governance and process management and reducing the number of risk-related project failures.
* Developing and managing appropriately skilled project resources, matching supply and demand and maintaining high service standards, ensuring effective resource planning.
* Developing collaborative working relationships with the Heads of Infrastructure, Application, Service Management and Service Support. Taking the initiative in promoting a One Team culture within IT Services.
* Contributing to the University and IT Services’ wider projects, plans and strategies.
* Ensuring that appropriate policies, procedures and tools are in place to maintain the quality of the projects and programs to industry standards such as (but not limited to) PRINCE2, MSP, MOP, ISEB, BCS, PMBOK and BABOK.
* Undertaking other duties from time to time as deemed appropriate by the IT Director or his/her nominee.
* To work in accordance with UEL’s equal opportunities policies.

**PERSON SPECIFICATION**

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria;**

* A degree level qualification in a relevant subject, or demonstrable and significant equivalent experience (A/C)
* Prince2, MSP or similar certified practitioner (A/C)

**Desirable criteria;**

* Certified MOP practitioner, AgilePM Practitioner or Business Analyst (I/C)

**KNOWLEDGE AND EXPERIENCE:**

**Essential criteria;**

* Experience of project or programme management in a large organization (A)
* Knowledge of continuous process improvement methodologies such as Lean, Six Sigma, ITIL or similar methodology (A)
* Experience of managing the implementation of BCS or IIBA business analysis techniques to deliver IT change (A)
* Experience in delivering solutions to support complex organizational change programmes (I)

**SKILLS AND ABILITIES:**

**Essential criteria;**

* Finance Management including forecasting, budget management, financial reporting, commercial awareness (A)
* Ability to develop complex business cases, estimate work, size and structure projects and programmes (I)
* Strong risk and benefits management techniques demonstrating clear understanding of the measures to be taken to demonstrate achievement (A)
* Strong leadership skills, including the ability to motivate, develop and support teams in achieving a high level of performance (I)
* Ability to be flexible in thinking and approach, demonstrating strong problem-solving skills (I)
* Open-minded, approachable, willing and helpful team player as well as team leader (I)

**COMMUNICATION:**

**Essential criteria;**

* Must be able to demonstrate excellent communication skills including constructing and delivering presentations to senior stakeholders; conducting personnel development workshops and activities; chairing stakeholder, project and governance meetings etc (I)

**PLANNING AND ORGANISING RESOURCES:**

**Essential criteria;**

* Demonstrate ability to work under pressure by outlining experience of planning, prioritising and organising own and teams’ workloads on a daily, weekly and monthly basis, co-ordinating with others, ensuring customer needs and expectations are met (I)

**INITIATIVE AND PROBLEM SOLVING:**

**Essential criteria;**

* Must be able to demonstrate extensive delivery of problem and issue management, facilitating solutions and risk mitigation activities (I)

**OTHER ESSENTIAL CRITERIA:**

* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment (I)

**Criteria tested by** **Key:**

A = Application form

C = Certification

I = Interview

T = Test