Project Manager (Enterprise Systems)
Information Services

Closing date: 30 November 2018
Interview date: 19 December 2018
Vacancy reference: 7181
INTRODUCTION

The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives; all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. As a Directorate we strive to provide the best student and staff experience via a strong customer focus and a commitment to continuous improvement. We value collaboration with colleagues both within the department and across the University. We are proud to hold, and have maintained, the Customer Service Excellence accreditation which we first attained in 2014.

All staff share responsibility for and contribute to the success of the overall service. We want you to contribute to service improvement, working in an environment of mutual respect and openness. We strongly encourage all staff to engage in a process of continual review - both of their own work and that of colleagues; making suggestions for change to ensure that we continue to develop and enhance our services to meet the requirements of all our users.

This will also involve the setting of service standards and monitoring these to ensure our success. In developing and delivering services you will be directly contributing to both the Information Strategy and the University Strategy and as a collegiate organisation we welcome your contribution.
Main purpose of the role
Across the University we have an extensive programme of projects that support staff and students in teaching & learning, research and effective business operations. The successful delivery of this complex programme requires project managers that can handle all aspects of the project life cycle where technology is a major component.

You will work with project sponsors, system owners, suppliers and developers to ensure that projects are delivered on time and within budget and provide the anticipated benefits into the future.

Key responsibilities
(Role holders will be required to undertake some or all of the duties below)

- In conjunction with the project sponsor, manage the project initiation and start up processes, ensuring the appropriate governance arrangements are in place
- Working with technical staff and other project stakeholders, follow agreed project management processes: plan, document, schedule and manage project activities, including cost estimation, project definition and change control
- Manage progress and risk reporting to governance bodies such as project steering groups or relevant departmental management teams
- Working with developers ensure quality control mechanisms are in place to ensure that the finished solution fits with University policies and all relevant legislation
- Track short-term project metrics (for example, schedule variances and customer satisfaction) and define work packages for the project team through collaborative requirements breakdown (for example, creating user stories)
- Identify and prioritise project risks and work with technical staff and other stakeholders to mitigate these risks
- Coordinate the activities of the project team, particularly in circumstances where work streams are being undertaken by staff in areas other than IT services, thereby ensuring high levels of communication, motivation, collaboration and performance
- Lead tender processes by co-ordinating system requirements gathering, supplier liaison, user community engagement and service level agreement definition
- Provide oversight and control of any external suppliers or consultants and ensure that any internal prerequisites are in place to support their work
- Monitor and report on benefits realisation throughout the project and conduct retrospectives to capture lessons learnt
- Maintain up to date knowledge of technical developments and best practice in the relevant areas of IT ensuring that new systems and application developments are in line with the University’s IT strategy
- Promote good project management practice throughout the University and create reference material which can easily be adopted by other departments on their own projects
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<th>PERSON SPECIFICATION</th>
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<td><strong>Qualifications</strong></td>
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<td>Degree or equivalent qualifications, or proven relevant experience in a relevant project management field</td>
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<td>Professional qualification in IT project management, eg PRINCE2</td>
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<td><strong>Knowledge</strong></td>
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<td>Enthusiasm and interest in technological solutions used for the delivery of services in universities</td>
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<td>Good understanding of core university business processes</td>
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<td>Awareness of data protection principles and common system level approaches to ensuring compliance</td>
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<td>Agile development methods and decision making</td>
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<td><strong>Skills, abilities and competencies</strong></td>
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<td>Able to reconcile conflicting priorities and to respond positively, to complete tasks to deadlines and specified standards in a business critical service environment</td>
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<td>Excellent written and oral presentation skills; able to present complex ideas at the appropriate level to both technical and non-technical audiences</td>
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<td>Able to engage, liaise and negotiate effectively with other colleagues within the University, third-party suppliers, manufacturers, other academic institutions and stakeholders at all levels</td>
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<td>Excellent teamwork and interpersonal skills but also able to work independently using considerable initiative and self-motivation</td>
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<td>Excellent analytical skills to define and solve problems with multiple variables and develop and implement innovative solutions</td>
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<td>Proven project management skills including planning / organising resources, co-ordinating meetings, setting targets (on multi-year timescales)</td>
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<td>Excellent IT skills, particularly in the use of enterprise systems</td>
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<td>Able to use relevant project management software or other solutions for tracking project performance</td>
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<td>The ability to think strategically and to demonstrate flexibility and innovation in adapting to changing needs</td>
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<td>Budget management</td>
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# PERSON SPECIFICATION

## Experience

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<td>Essential</td>
<td>Proven project management experience in a technical, customer-focused environment</td>
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<td>Essential</td>
<td>Operating at a strategic level and interacting effectively with specialists and decision-makers</td>
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<td>Essential</td>
<td>Working both independently and in a team-oriented, collaborative environment</td>
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<td>Essential</td>
<td>Success in initiating and leading change</td>
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## Personal attributes

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<tr>
<td>Essential</td>
<td>Committed to the continuing development of professional and technical skills</td>
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<td>Essential</td>
<td>Committed to delivering high quality, customer-focused service</td>
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<td>Essential</td>
<td>Collaborative, with a hands-on approach and willingness to be involved and active at all levels</td>
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<td>Essential</td>
<td>Enthusiasm, flexibility and the ability to work under pressure and adapt to the changing needs of the role</td>
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<td>Essential</td>
<td>A team player who enjoys working closely with a diverse range of people and has highly developed organisational skills to set priorities and meet targets</td>
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<td>Essential</td>
<td>Tactful, diplomatic and sensitive to the needs of others</td>
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THE DEPARTMENT

The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. More information about each of the Directorates areas is given below.

IT Services

Information Technology is fundamental to the teaching and research success of the University as well to its day to day operations. ITS provides technology services to the whole University: staff, students and visitors. We aim to deliver services which are secure, reliable, easy to use and resilient. We strive to develop new services to meet changing needs and to keep pace with technological advances.

We manage, develop and support the network infrastructure which interconnects all buildings as well as the high-speed link to the internet via the academic network provided by Jisc Technologies. Wireless coverage on campus is now nearly universal and students have access to both the wired and wireless network from their study bedrooms and in all teaching and public spaces across campus.

More recently, we have developed a research support team which offers advice and support to researchers across the University as well as small scale HPC, data storage and backup services. In addition, we are responsible for providing the technical infrastructure underpinning many of the Universities corporate information systems such as the VLE, web site, Student Record and Finance systems. We provide business analysis, project management and integration expertise to introduce new University wide systems and services that support teaching, research and administration.

We support over 6,000 centrally managed PCs, installed into classrooms for student use, and in offices for staff. More than 200 items of PC software are available, including standard office applications and specialist software to support teaching and research. We also have a managed Linux and Mac desktop service, provided a Windows based laptop loan service for students and support most other modern platforms. Since 2011 we have used the Google Apps for Education suite of software. This includes email, calendar and a whole raft of collaboration tools. Google Apps are now well embedded in the institution. Our centrally managed Print, Copy and Scan service (York Print Plus) is available across the University in all departments and student areas and supports printing from wireless devices, scan to email and traditional photocopying.
THE DEPARTMENT

Library Services
The Library offers a wide range of services and extensive collections to support the Teaching, Learning and Research of the University with a strong focus on customer service and continuous service improvement. With over 1400 study spaces we provide a wide range of study environments including quiet reading areas, flexible group study, specialist research areas, bookable group and individual rooms and PC classrooms. The University Library complex includes the JB Morrell Library, the Raymond Burton Library for Humanities Research, the Borthwick Institute for Archives and the Harry Fairhurst building on the Heslington West campus and is open 24 hours a day, 7 days a week, 362 days a year. We have a library available at the King’s Manor in the centre of York and we are responsible for running York Minster Library, under a partnership agreement with the Dean and Chapter.

The Borthwick Institute for Archives
The Borthwick is one of the biggest archive repositories outside London. Founded in 1953, we have collected archives from all around the world, from the 12th century to the present day. Our users include academic researchers and a large number of public visitors, and our staff contribute to academic teaching in many departments across the University.

We also provide records management, Freedom of Information and Data Protection services for the University.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit [www.visityork.org](http://www.visityork.org) for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King's Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 7181
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 30 November 2018

What will I need?

We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to kathryn.woodroof@york.ac.uk or

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835