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| JOB DESCRIPTION | | |
| **Job title**: Head of Project Delivery | **Accountable to**: Associate Director, Projects & Solutions | |
| **Contract length**: Permanent | **Hours per week**: 37 | **Weeks per year**:52 |
| **Salary**: Circa £70,000 | **Grade**: Individual Contract | |
| **Service**: University IT Services | **Location**: SE1 | |
| **What is University IT Services?**  University IT Services provides the IT network, infrastructure and support for UAL. This includes computers and mobile devices, and applications to support the work of staff and students.  In addition the department delivers a large portfolio of business change programmes and projects on behalf of UAL. | | |
| **What is the purpose of the role?**  The overall leadership and management of the Programmes and Projects Team delivering programmes and projects across the University.  To continue to develop effective programme management, project management and business process analysis capability, and a departmental wide high performing Portfolio Management Office (PMO) and IT administrative service.  A member of the IT Senior Management Team contributing to and supporting UAL’s IT direction and continuous development of the IT Department. | | |
| **Duties and Responsibilities**   * Lead the Programmes & Projects Team ensuring there is joined up working across the portfolio of programmes and projects. * Work with all the heads of departments within IT Services to continue to develop effective project delivery within the department. * Assess how the Programmes and Projects Team can continue to develop effective programme and project working, and business analysis practice, and lead on the culture of continuous development. * Ensure visibility of the portfolio across the IT Services department and with senior stakeholders. * Develop the services provided by the Portfolio Management Office (PMO) to the Programmes & Projects Team, IT Services, and the IT Directorate. * Oversee the assessment of pipeline projects, providing IT Senior Management Team with visibility. * Oversee planning at portfolio level to ensure effective identification of people resources from across IT Services for the delivery of business change and technical projects. * Forward plan for project resources, including the recruitment of Project Managers, Business Analysts and Project Support resources * Responsible for overseeing the allocation of Programme and Project team members to specific programmes and projects. * Oversee effective programme and project budget planning and monitoring, and oversee the portfolio budget, monitoring forecasts and expenditure. * Provide assurance to programme and project boards on process and procedure, ensuring programmes and projects are being effectively governed, and take corrective action where needed. * Represent IT Services on project boards. * Oversee an increased focus on benefits identification and management by the projects within the portfolio. * Working with the IT Associate Directors support the work to secure funds on an annual basis to meet the costs of programmes and projects. * Oversee the inter-relationships between programmes and projects, escalating issues that cannot be resolved. * Oversee the portfolio of risks and issues, own risks and issues where appropriate, and ensure action is being taken. * Oversee the quality and accuracy of reporting to the UAL Project Review Board/ University Operating Board * Oversee the training and development needs of the Programmes & Projects Team * Actively support a culture within IT Services of cross-team support and co-operation, and co-ordination. * Participate in the continued development of an effective business relationship framework for University Services departments.   **General**   * Assume other reasonable duties consistent with your role, as determined, which may be assigned to you anywhere within the University. * Undertake health and safety duties and responsibilities appropriate to the role. * Work in accordance with the University’s Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work. * Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University’s Planning, Review and Appraisal scheme and staff development opportunities. * Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness. * Conduct all financial matters associated with the role accordance to the University’s policies and procedures, as laid down in the Financial Regulations. | | |
| **Key Working Relationships**   * PMO & IT Services Office Manager * Programme Managers * Senior Business Analysts * Project Managers * Business Analysts * CIO/Director of IT * Associate Directors, IT Services * Programme and Project Sponsors * IT Senior Management Team * Procurement Team | | |
| **Specific Management Responsibilities**  Budgets: Monitor circa £7 million annual change portfolio  Staff: Currently: Programme Managers (grade 7 x 2), Senior Project Manager /Portfolio Manager (grade 7) Senior Business Analysts (grade 6 x 3), PMO & IT Services Office Manager (grade 6). | | |

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| Person Specification | |
| Specialist Knowledge/ Qualifications | * Qualification in Programme Management e.g. Managing Successful Programmes (MSP) Practitioner or equivalent * Qualification in Project Management e.g. APM, PRINCE2, Agile. |
| Relevant Experience | * Proven experience of managing teams of Programme Managers, Project Managers, Business Analysts and PMO staff * Extensive experience of programme and project management * Proven experience of developing effective ways of working to deliver change initiatives. * Proven experience of recruiting and managing a highly effective team of change management professionals * Budgetary and resource management skills |
| Communication Skills | * Communicates in a compelling and influential way adapting the style and message to a diverse internal or external audience in an inclusive and accessible way. |
| Leadership and Management | * Motivates and leads effectively, setting the direction of one or more function and promoting collaboration across formal boundaries |
| Professional Practice | * Contributes to advancing professional practice/research or scholarly activity in own area of specialism |
| Planning and managing resources | * Effectively plans, prioritises and manages the delivery of complex projects or activities to achieve long term strategic objectives |
| Teamwork | * Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration |
| Student experience or customer service | * Leads the improvement of the student or customer experience and promotes an inclusive environment for students, colleagues or customers |
| Creativity, Innovation and Problem Solving | * Initiates innovative solutions to problems which have a strategic impact |

Last reviewed June 2018