

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
<p>What is University IT Services?</p> <p>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.</p> <p>In addition the department delivers a large portfolio of business change programmes and projects on behalf of UAL.</p>	
<p>What is the purpose of the role?</p> <p>The overall leadership and management of the Programmes and Projects Team delivering programmes and projects across the University.</p> <p>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.</p> <p>A member of the IT Senior Management Team contributing to and supporting UAL's IT direction and continuous development of the IT Department.</p>	
<p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • 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).

Person Specification	
Specialist Knowledge/ Qualifications	<ul style="list-style-type: none"> • Qualification in Programme Management e.g. Managing Successful Programmes (MSP) Practitioner or equivalent • Qualification in Project Management e.g. APM, PRINCE2, Agile.
Relevant Experience	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Motivates and leads effectively, setting the direction of one or more function and promoting collaboration across formal boundaries
Professional Practice	<ul style="list-style-type: none"> • Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and managing resources	<ul style="list-style-type: none"> • Effectively plans, prioritises and manages the delivery of complex projects or activities to achieve long term strategic objectives
Teamwork	<ul style="list-style-type: none"> • Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration
Student experience or customer service	<ul style="list-style-type: none"> • Leads the improvement of the student or customer experience and promotes an inclusive environment for students, colleagues or customers
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"> • Initiates innovative solutions to problems which have a strategic impact

Last reviewed June 2018