



IT SERVICES

Job title	Programme Manager (Business Systems)
Division	University Administrative Services (UAS)
Department	IT Services
Location	Dartington House, University Offices, Wellington Square
Grade and salary	Grade 9: £52,815 - £61,198 with a discretionary range up to £66,857 per annum
Hours	Full-Time
Contract type	Permanent
Reporting to	Gavin Eadie
Vacancy reference	171251
Additional information	

The Role

Programme manager roles within the Programme and Projects Delivery Group are responsible for the definition and delivery of specific programmes of technology-led change within the overall IT Development Plan, a three year £60m IT-enabled change plan plus £100m digital transformation. Programme managers oversee teams of up to 50 individuals comprising a mix of staff drawn from IT Services and BAU teams, third party suppliers, delivery partners and freelance contractors. Budgets are typically in the order of £3-10m over multiple years.

Programme managers guide their programmes through the complete life-cycle, including: evaluation of high-level needs against strategic aims, programme design in collaboration with senior stakeholders, options analysis, procurement of software or infrastructure solutions, management of risks and issue resolution and transition to BAU service. They will also be expected to work with business change experts to plan business change activities, communications and stakeholder engagement.

Programme managers need to possess excellent leadership qualities, to manage staff working directly on the programme as well as working closely with key stakeholders and external suppliers. They represent their programmes at the relevant IT Board(s) and at other governance bodies when required and have the skills and experience required to liaise with senior University Officers across key central Divisions as well as key stakeholders in academic areas. Knowledge of the University's operating



structures is essential as is the ability to influence and manage these external users in respect of the significant change that the programme will introduce.

Working in close collaboration with portfolio managers and stakeholders, programme managers currently play a key role in contributing to and supporting shaping and delivery of the University's digital transformation programme.

The Programme Manager role will be responsible for the planning and delivery of the Human Resources and Finance Programmes which form part of the Administration Portfolio. These programmes include a roadmap of transformational and essential projects to improve accessibility of data and management information, update systems, digitalise processes, and align and standardise processes ready for a future implementation of alternative core system(s).

Responsibilities

Programme Manager – general duties

Identifying programmes of change

1. Engage senior stakeholders in planning and designing the overall programme of change in alignment with strategic aims, including setting high level objectives, timelines and budgets for component projects, as part of the overall planning and business justification of the programme.
2. Ensure each component project has an appropriate governance framework defined and established.
3. Ensure architectural coherence within the programme, in accordance with University strategies and standards.
4. Define the benefits management strategy, identifying and mapping benefits and planning benefits realisation.
5. Prepare business cases at appropriate stages of the programme to secure funding and approval for the various phases, in close consultation with senior stakeholders and sponsors.

Programme management

1. Maintain overall integrity and coherence of the programme and develop and maintain the programme environment to support each individual project within it. Where necessary, manage select projects directly to reduce risk and support balanced workloads. Manage and resolve escalated programme-level risks and issues.
2. Ensure good practices and governance processes are being followed within individual projects at all times, including challenging the composition and effectiveness of project boards, ensuring team dynamics are constructive and collaboration in planning is occurring. Ensure focus on customer service and expected progress is being made in delivery.

3. Manage engagement and communication with stakeholders. Working in collaboration with senior stakeholders, ensure operational staff are supported through the process of change created by each project and that progress is monitored and reviewed throughout this process.
4. Ensure the programme achieves set objectives and that agreed benefits are being realised. Continually reassess programme priorities, resolving resource conflicts, and reorganising accordingly. Manage the overall programme, monitoring the expenditure and costs against benefits that are realised as the programme progresses.
5. Report progress of the programme to various governance groups as required.
6. Ensure maximum efficiency in the allocation of resources and skills within the programme. Liaise with resource managers, portfolio and programme managers to aid effective resource planning.

Team management

1. Develop staff within the programme teams (project managers, team leads, functional business analysts, developers) through providing constructive feedback and career development planning and providing input to development reviews for project staff who report to other managers.
2. Drive excellence at all levels within individual projects and provide targeted support for project managers in stakeholder engagement, developing good judgement in planning, identifying resource requirements and team leadership.

Selection criteria

Essential selection criteria

1. A high level of general education to at least degree level or equivalent.
2. Experience of both the shaping and delivery of complex, large scale IT programmes (with total budgets of c£5m+) delivering a range of applications, preferably within a Higher Education organisation.
3. Previous experience of managing and motivating a large team (of up to 50), including both business and technical staff, and of working effectively as part of a wider, multi-disciplinary team.
4. Experience of working in a complex environment where there is a wide range of parallel and mutually dependent activities.
5. High level of skills and experience in project planning, estimating, risk management and issue management.
6. Demonstrable ability of financial management, in particular, substantial programme or project budget oversight, contract negotiation, and developing supplier relationships.

7. Proven ability to shape a range of diverse requirements into coherent and understandable change programmes which can be justified at a strategic level.
8. Detailed knowledge and experience of preparing business cases for funding.
9. Proven understanding industry standard portfolio, programme and project management methodologies, tools, and techniques such as PRINCE2, Managing Successful Programmes (MSP), and Management of Portfolios (MoP)
10. Excellent communication skills, both written and verbal, with the ability to interact with staff at all levels of the collegiate University, recognising the demands of an academic environment and the specific challenges that these present.
11. Proven ability to manage, plan and take responsibility for a range of tasks involving interaction with and the co-operation of business and IT people, including the agreement of technical solutions.

Desirable selection criteria

1. Familiarity with IT service management methodologies, such as ITIL.
2. Experience of formal Waterfall and Agile methodologies such as SCRUM, Kanban

How to apply

Applications are available for internal employees, made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description. As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now. You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

All applications must be received by midday UK time on the closing date stated in the online advertisement.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/. The University's Policy on Data Protection is available at: www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at:

www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.

There is no normal or fixed age at which staff in posts at **grades 1–7** have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See www.admin.ox.ac.uk/personnel/staffinfo/benefits.

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and www.sport.ox.ac.uk/oxford-university-sports-facilities.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See www.welcome.ox.ac.uk. There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See www.admin.ox.ac.uk/personnel/permits/reimburse&loanscheme/.

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to My Family Care, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/.

Childcare

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries. For full details, including how to apply and the costs, see www.admin.ox.ac.uk/childcare/.

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see www.admin.ox.ac.uk/eop/disab/staff.

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at www.admin.ox.ac.uk/eop/inpractice/networks/.

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.