

Summary

Job title	Programme Manager (Education Portfolio)
Division	University Administrative Services
Department	IT Services
Location	Dartington House, University Offices, Wellington Square
Grade and salary	Grade 9: £55,636 - £64,228 with a discretionary range up to £70,029 per annum
Hours	Full- time
Contract type	Fixed-Term for 3 years with possibility of extension
Reporting to	Portfolio Manager- Education
Vacancy reference	176737
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 will be part of the Education Portfolio's Senior Leadership Team and assist in the delivery of the portfolio in its entirety. Each programme manager will be responsible for overseeing a selection of existing projects and the strategic planning for new work aligned with specific service streams of the Academic Administration Division (AAD). In addition, they may be requested to assist on other programme work, portfolio operational management and AAD wide strategic initiatives.

Responsibilities

Programme Manager (Education)

- Establish successful working relationships with the service team within AAD (Director, Service/Product Owner's and Operational Manager's) to plan work effectively together and facilitate its delivery.
- Take responsibility for overseeing and supporting a range of active and upcoming projects or continuous improvement initiatives within specific service areas of the Academic Administration Division for the Education Portfolio.
- Carry out pre-scoping planning and scoping work for new and upcoming work to define its requirements, the most effective format (Project, continuous improvement or delivery team) for its delivery and bringing materials together to create a business case for the proposed work.
- Support work in developing strategies and roadmaps across the Academic Administration Division for the Education Portfolio, helping to ensure a joined-up approach in simplifying systems, data management and improving the user experience.

The above responsibilities are indicative based on current priorities but are likely to change over time in response to emerging requirements. The post-holder will work under direction from the Education Portfolio Manager.

Programme Manager – general duties

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 both planning and delivery stages.
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

- a. A high level of general education to at least degree level or equivalent.
- b. Experience of both the shaping and delivery of complex, large scale IT programmes (with total budgets of c£3m+) delivering a range of applications, preferably within a Higher Education organisation.
- c. 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.
- d. Experience of working in a complex environment where there is a wide range of parallel and mutually dependent activities.
- e. High level of skills and experience in project planning, estimating, risk management and issue management.
- f. Demonstrable ability of financial management, in particular, substantial programme or project budget oversight, contract negotiation, and developing supplier relationships.

- g. Proven ability to shape a range of diverse requirements into coherent and understandable change programmes which can be justified at a strategic level.
- h. Detailed knowledge and experience of preparing business cases for funding.
- i. 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)
- j. 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.
- k. 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

- a. Experience of working within or supporting higher education administration activities or a similar context.
- b. Experience of managing delivery in an environment of organisational change.
- c. Familiarity with IT service management methodologies, such as ITIL.
- d. Experience of formal Waterfall and Agile methodologies such as SCRUM, Kanban, DSDM.

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

IT SERVICES

The role of IT Services is to ensure that the University of Oxford has the robust, reliable, and high-performing IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning.

IT Services, headed by the University's Chief Information Officer, has around 320 staff across 2 buildings, an annual revenue budget of £22m and an IT capital plan of £60M across three years. The department is divided into groups covering infrastructure services, projects and programmes, software development, and customer services. Our aim is to attract and retain a workforce that is diverse, skilled, creative, and committed. We encourage flexibility in how we work, and welcome part time and flexible working arrangements. As a department we encourage a

culture where we respect each other, are accountable for what we do, where we collaborate, give and receive constructive feedback and challenge one another. IT Services is a place where we value and recognise both our own and the contributions of others. By doing so we want to create a great culture to work in and a place where we all feel we belong.

For more information please visit: <http://www.it.ox.ac.uk/>

University Administration and Services (UAS)

University Administration and Services (UAS) is the collective term for the professional services departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: <http://www.admin.ox.ac.uk>

How to apply

Applications are 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)

Please upload all documents as **PDF files** with your name and the document type in the filename.

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

If you currently work for the University please note that:

- as part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at:

<https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

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: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades 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, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

University Club and sports facilities

Membership of the University Club is free for University staff. It 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 <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see <https://hr.web.ox.ac.uk/family-leave>). Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>.

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is 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.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>