Manager, Associate Lecturer Support and Professional Services (Core Systems Replacement Programme)

About the role

The Manager, Associate Lecturer Support & Professional Development, Core Systems Replacement (CSR) Programme will act as a Subject Matter Expert (SME) on behalf of Associate Lecturer Support and Professional Services, working closely with colleagues involved in the CSR developments, particularly focusing on the Associate Lecturer perspective and requirements.

At present, key areas of responsibility are likely to include:

- Supporting the Senior Manager, ALSPD, to provide subject matter expertise to the CSR programme developments
- Working closely with colleagues within the training and business process change teams (CIO Portfolio)
- Working with a range of Stakeholders across the university to ensure compatibility of system information and materials to support ALs is current and audience appropriate
- Production and circulation of Management Information relating to CSR programme developments
- Responsibility for managing the communications of progression information/news reports on TutorHome and ALSPD intranet sites
- Regular reporting to ALSPD colleagues (and others in Academic Services e.g. AL Change Team) on developments
- Provision of support and advice to OU colleagues in online technology issues (e.g. use of the Assessment System, VLE Moodle sites, TutorHome)
- Arranging and leading staff development activity, as appropriate
- Maintaining effective working relationships with other business areas across the University to develop and promote the work of ALSPD

There will be a requirement to occasionally work in the evenings and at weekends to support Associate Lecturer Staff Development Events at various points during the year.

There may also be a need to travel to other University and UK locations to support Associate Lecturer Support and Professional Services Events, with the necessity for occasional overnight stays (all reasonable expenses will be paid).
Skills and experience

- Educated to degree level or equivalent qualification and equivalent skills and experience gained in a customer focused management environment
- Significant understanding and experience of the role of Associate Lecturer, OU systems and databases
- Excellent IT skills including an up-to-date knowledge of relevant software packages, particularly Microsoft Word and Excel and a proven ability to understand the technical issues of web-based systems
- Experience of querying and selecting data using multiple applications
- Experience of working with IT systems and databases to deliver services to customer groups
- A track record of working under pressures as part of a team and under own direction to plan, prioritise and deliver high quality outputs on time and within budget
- Innovative, self-reliant and dedicated approach to duties with commitment to supporting others to develop and promoting equal opportunities
- Ability to liaise and communicate and seek feedback from customers and colleagues at all levels of an organisation