Job Related Information

This document includes information about the role for which you are applying and the information you will need to provide with your application.

1. Role Details

<table>
<thead>
<tr>
<th>Vacancy reference</th>
<th>15710</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>IT Project Co-ordinator</td>
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<tr>
<td>Reports to:</td>
<td>Lead Delivery Manager/Head of Systems</td>
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<tr>
<td>Salary:</td>
<td>£33,199 - £39,609</td>
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<tr>
<td>Terms and conditions:</td>
<td>Academic Related</td>
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<tr>
<td>Grade</td>
<td>Grade 7</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours per week; Mon - Fri</td>
</tr>
<tr>
<td>Location:</td>
<td>Walton Hall, Milton Keynes</td>
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<tr>
<td>Closing date:</td>
<td>MIDDAY 18 February 2019</td>
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<tr>
<td>Type of application form accepted:</td>
<td>CV &amp; Short Application Form (No cover letter required)</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>3</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>IT-Recruitment</td>
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</table>
2. Summary of duties

To coordinate and manage the execution of a series of small projects or a work package within a larger project from inception through to business handover, ensuring the delivery of specified outputs within agreed time, quality and cost parameters.

**Project Coordination:**

- To coordinate small projects and work packages following organisational project methods from initial scoping to delivery and handover.
- Produce project documentation in line with organisational project methods and frameworks.
- Coordinate and maintain project plans using IT project management tools.
- Lead or support project meetings as appropriate.
- Ensure team members work collaboratively in the interests of the wider programme and in partnership with stakeholders.
- Be aware of University and IT policy, standards and procedures to ensure the delivery of products that are compliant with these.
- Analyse and specify simple high-level requirements.
- Record information accurately and consistently using appropriate systems.
- Work with teams to estimate resources and time required to fulfil specifications.
- Ensure that the requirements and acceptance criteria of products are identified and actively take part in assuring that products are delivered to agreed specifications.
- Anticipate and contribute to the resolution of problems and departures from specification and schedule by monitoring progress.
- Coordinate with teams and third-party suppliers to monitor the progress and quality of tasks and deliverables and to ensure delivery to specification, deadlines and budget.
- Communicate progress in accordance with organisational procedures.
- Assist in negotiating and communicating with stakeholders regarding variations to project specifications, designs, resources and schedules, as necessary.
- Undertake or participate in reviews and lessons learnt sessions.
- Participate in Steering groups, working groups and wider strategic initiatives as and when required.
- Monitor internal procedures and standards and be proactive in recommending improvements.
- Create and enhance productive working relationships and collaborate, influence and negotiate with colleagues, partners and clients to achieve planned outcomes.

**Team Working:**

- Understand the role of other team members, and collaborate effectively to ensure smooth and timely production and roll out.
- Take a flexible approach to task boundaries where appropriate and where it is necessary to seek the expertise of others.
- Engender a knowledge-sharing and expertise-sharing culture with colleagues to contribute to best practice.
- Develop and agree a work plan that identifies key activities, outputs and resource requirements that provides a basis for monitoring performance.
- Take responsibility for own contribution to team performance.
- Collaborate effectively with other members of the wider IT team.
3. **Person specification**

### Requirements  *(E = Essential/ D = Desirable)*

#### Education, qualifications and training

- Higher education qualification or equivalent professional experience.

#### Knowledge, work and other relevant experience

**Essential:**
- Demonstrable experience of planning significant aspects of focused projects.
- Proven track record of successfully implementing focused projects to firm deadlines.
- Experience in successfully delivering projects, events and ad-hoc pieces of work.
- Competent using Microsoft Office products such as Outlook, Excel, Word and PowerPoint.

**Desirable:**
- Experience of working in a fast-paced environment.
- Familiarity with Open University and IT project methods and artefacts.
- Knowledge and experience of market leading HR, finance and/or student record cloud-based systems
- Experience of SharePoint and Microsoft Project.
- Knowledge of project management methodologies.

#### Personal abilities and qualities

**Essential:**
- **Communication:** Communicates effectively with a variety of audiences; negotiates well and appropriately manages conflict.
- **Initiative and problem solving:** Uses initiative to identify and solve problems proactively; uses good judgment to refer issues upwards as necessary and identifies and manages risk.
- **Planning and Organising:** Plans, schedules, prioritises and allocates work effectively and delivers to multiple deadlines.
- **Budgets:** Experienced in working within budget parameters and understanding of estimating / budget setting.
- **Team work:** Is respectful and polite towards others, builds productive working relationships and works collaboratively across organisational boundaries towards
common goals.

- **Working under pressure**: Remains effective and positive even when under pressure.
- **Ability to learn**: Understands and adapts to new ways of working; is willing and able to engage with, and digest, new information, specialisms and ways of working.
- **Continuous improvement**: Identifies opportunities for continuous improvement; shows commitment to own professional development; demonstrates enthusiasm, willingness and ability to learn new skills. Creates momentum and excitement around initiatives and new approaches.

4. **Role specific requirements e.g. Shift working**

N/A

5. **About the unit/department**

**INFORMATION ABOUT INFORMATION TECHNOLOGY (IT)**

The Higher Education sector in England is undergoing dramatic change as institutions adjust to serious reductions in state funding for teaching and students have to bear more of the cost of their education. As well as these cost drivers, the entry of more private providers to the sector and the increasing consumer power of high fee-paying students will put a premium on service delivery and cost efficiency. In turn, this will throw emphasis on the development of robust, efficient, enterprise-scale IT systems to increase efficiency and customer choice.

Information Technology provides and supports all central University IT services and is responsible for the institution's Technical Infrastructure. In addition to this service and support provision, it develops systems to support the business requirements of the organisation.

The IT Delivery function is responsible for the delivery of enhancements and new solutions which support the University’s key strategic priorities. The main systems encompass enquirer pre-study, student registration and payment, study experience, curriculum management, University administration (e.g. Finance, HR and payroll), management information and data analytics, contact centre support, telephony and many others. IT Delivery Managers work with teams of Analysts and Developers who are responsible for developing and maintaining systems for particular business areas.

Whilst much of the software is developed in-house, there are a number of packages that are used. These include applications from the Siebel Customer Relationship Management suite, EMC Documentum’s Content Management as well as Finance Ledger, Payroll and Stock Control packages. In-house developed software includes transactional websites to provide self service facilities for students and staff, virtual learning, information websites, decision support, workflow and student and staff records management.
6. How to obtain more information about the role or application process

If you would like to discuss the particulars of this role before making an application please contact Nick Hurd by email: nick.hurd@open.ac.uk

If you have any questions regarding the application process, please email: IT-recruitment@open.ac.uk

7. The application process and where to send completed applications

| Please ensure that your application reaches the University by: | TBC |
| Post it to: | |
| Name/Job title: | |
| Department/Unit: | CIO Portfolio, Information Technology |
| Address: | Berrill Building, The Open University, Walton Hall, Milton Keynes |
| Post Code: | MK7 6AA |
| Or e-mail your application to: | IT-recruitment@open.ac.uk |

8. Selection process and date of interview

| The interview panel will be chaired by: | Nick Hurd |
| The other members of the interview panel will be: | TBC |
| The interviews will take place | TBC |
| The selection process for this post will include | A 1 hour interview, including a 10 minute presentation about Project Management Methodologies. Full details to be confirmed to candidates shortlisted for interview. |

We will let you know as soon as possible after the closing date whether you have been shortlisted for interview. Further details on the selection process will also be sent to shortlisted candidates.
| Applications received after the closing date will not be accepted. |