## 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>15577</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Strategic Project Portfolio and Assurance Manager</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Head of the Office of Director, Academic Services</td>
</tr>
<tr>
<td>Salary:</td>
<td>£40,792 to £48,677</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic Related</td>
</tr>
<tr>
<td>Grade</td>
<td>GR8</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37</td>
</tr>
<tr>
<td>Location:</td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12:00 noon on 31 January 2019</td>
</tr>
</tbody>
</table>

**Type of application form accepted:** Standard application form. In addition to a completed application form you must provide a covering letter outlining how you meet the criteria in the person specification. This is an important element of the application process. Please ensure that you provide relevant examples as evidence to support your statements. CVs will not be accepted without an application form.

<table>
<thead>
<tr>
<th>Number of referees required:</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit recruitment contact:</td>
<td>Staffing and Recruitment Support Assistant</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:SS-STS-Recruitment@open.ac.uk">SS-STS-Recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

Purpose Statement

The Strategic Project Portfolio and Assurance Manager will support the Head of the Office of the Director, Academic Services in providing portfolio coordination and oversight for all strategic projects being run within Academic Services (AS). As such, this post will play a crucial role in supporting the activities of the team and the unit, in relation to business and financial planning processes.

The role will include analysis and recommendations which support the overall direction and coherence of the portfolio, relating to risks, dependencies, smooth delivery into BAU and prioritisation of projects within and beyond the portfolio. Links into the University Portfolio Office, IT and into similar functions across the rest of the University will be essential.

The role will also include providing assurance and information from across the Unit, for presentation to the Academic Services Leadership Team, in terms of:

- Business Continuity activity
- Risk Management
- Data Protection and information governance

The ideal candidate will be an experienced portfolio manager or project manager, with a good understanding of strategy implementation and business continuity, and have the aptitude to advise all levels of the organisation on how to deliver change effectively.

Main Responsibilities

- Maintain portfolio governance processes and reporting infrastructure for Academic Services to enable decision making and performance management of all projects.
- Work with key stakeholders to clarify the business and strategic outcomes that are to be achieved (including delivery date and action owners) and identify pinch points and opportunities.
- Be instrumental in analysing the costs and benefits of project initiatives to enable prioritisation within the portfolio, and provide recommendation on how to maximise benefits.
- Identify and evaluate risks and issues and interdependencies between projects within the portfolio, escalating where appropriate. Where necessary, work with delivery leads to develop, agree and implement solutions to overcome these.
- Identify and map the overarching benefits across the portfolio and work with project managers (PMs) and delivery leads to assure appropriate benefit realisation and business readiness plans.
- Provide advice and guidance to delivery leads, project teams and Director, Academic Services.
- Be the main point of contact for the Academic Services unit for project portfolio related matters and maintain cross University networks to ensure commonality of approach and the sharing of good practice.
- Add value by developing additional strategic tools, plans and roadmaps as appropriate to support decision making and allow a strategic approach to new initiative development.
- Ensure that cross cutting dependencies are identified by working with PMs, whether project or business as usual (BAU) related (i.e. risks to delivery at peak times, risks of slippage due to limited times when go live is appropriate, IT project and process development dependencies, dependencies on or for projects
being lead outside Academic Services).

- Become a member of the IT Liaison Group; support the Unit by actively assisting in the review and prioritisation of IT projects and service requests, forming close networks within IT and forming an understanding of system dependencies.

- Act as Business Continuity (BC) Coordinator for Academic Services. This specifically involves:
  - Being familiar with the University and the Unit Business Continuity Policies.
  - Acting as the primary point of contact for the OU BC Manager, Unit Management Team and Unit personnel on all BC related matters, providing advice to members of staff on matters of business continuity and incident response including disseminating reports and information to staff.
  - Leading, advising and co-ordinating the development of Unit Incident Response and Business Continuity Plans.
  - In conjunction with the OU BC Manager, developing and implementing the Unit BC Exercise programme.
  - Reviewing, updating and managing the AS Business Continuity programme, plans and documentation periodically or when activities change, and feeding back details of implications to central BC programme and to the OU BC Manager.

- Leading the Business Continuity action group for Academic Services:
  - Instigate regular meetings with Unit BC contacts to update and refresh plans and communicate updates and exercise details.

- Monitor Academic Services Unit level risks:
  - Set up a robust system of reporting risk status to the Academic Services Leadership Team.
  - Work with the Head of the Office of Director, Academic Services to review and comment on the strategic risk register on behalf of Academic Services.

- Supporting the Unit with General Data Protection Regulation (GDPR) requirements:
  - Ensure that best practice is maintained across the Unit.
  - Act as liaison point between Academic Services and the Information rights team.
  - Promote and enhance communication amongst Academic Services staff.
  - Provide casework support for any data breaches or issues raised by staff or students regarding their own personal data.
  - Support the development of local policies/guidelines to deal with specific issues raised.

- Support and develop the prominence of the Unit Information Governance Liaison Officers (IGLOs) and the Information Security Liaison Officers (ISLO) functions across Academic Services.

- Any other duties as may be requested by the Head of the Office of the Director, Academic Services.
### 3. Person specification

#### Education, qualifications and training

**Essential:** Degree level education or equivalent skills and experience.

**Desirable:** Project, Programme and Portfolio Management qualifications such as APM qualifications, Prince2, MSP and/or MoP.

#### Knowledge, work and other relevant experience

**Essential:** Experience of managing and delivering portfolios, programmes or projects in a complex environment.

- Experience of Strategy development and or implementation.
- Experience of business continuity practice and processes.

**Desirable:** Higher Education sector, Public Sector and/or previous Open University experience.

- Experience of working with budget holders.

#### Skills, capabilities and qualities

**Essential:** Stakeholder management, executive influencing and negotiation skills.

- Report writing, facilitation and presentation skills.
- Ability to communicate a range of information to suit the needs of the audience.
- Ability to plan and organise work.
- Ability to analyse and interpret information to solve problems.
- Ability to utilise a flexible and constructive approach to work on a range of different types of project.
- Commitment to the continuing improvement of services.
- Commitment to own personal development.

**Desirable:** Proficient in Microsoft Project, Excel and/or SharePoint.

- Familiarity with project management tools (e.g. Microsoft Project Server or similar).

#### Additional Requirements
4. Role specific requirements e.g. Shift working

Occasional evening or weekend work may be required as part of the terms and conditions.

5. About the unit/department

ACADEMIC SERVICES

The most crucial interactions and relationships with registered students are managed through Academic Services, working in collaboration with colleagues in the University, and in particular those in central academic units.

Academic Services employs approximately 900 staff and is led by the Director of Academic Services who reports to the University Secretary and is organised as follows:

Six units based at Walton Hall, Milton Keynes, Manchester and Nottingham

- Assessment, Credit and Qualifications
- Student Recruitment and Fees
- Access, Careers and Teaching Support
- Student Support
- Open University Validation Partnerships
- Office of Director, Academic Services

Along with three National Centres based in Scotland, Wales, Ireland.

Office of Director, Academic Services

The Office of Director, Academic Services (ODAS) supports the Director, Academic Services in his role within the University as Head of Unit in delivering an outstanding student experience, and in his external role as an ambassador for the OU and its students.

In addition, the ODAS handles Unit-wide co-ordination of value adding activities (e.g. Unit-wide staff communications and analytics), and where there is a Unit-level relationship with the University (e.g. student engagement, financial and business planning). ODAS activities include:

- Executive Personal Assistant support to the Director, Academic Services and PA support to other senior staff.
- Business and financial planning; risk management; data compliance; business continuity and incident response planning; Unit Equality, Diversity and Widening Access and Success, project portfolio management and Unit communications.
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 Jo Tudor, Head of the Office of Director, Academic Services on +44 (0)1908 332942 or email: jo.tudor@open.ac.uk.

If you have any questions regarding the application process please contact: SS-STS-Recruitment@open.ac.uk.

7. The application process and where to send completed applications

| Please ensure that your application reaches the University by: | 12:00 noon on 31 January 2019 |
| Post it to: | The Open University |
| Name/Job title: | Staffing & Recruitment Support Assistant |
| Department/Unit: | Academic Services |
| Address: | 1st Floor East  
Frank Henshaw Building  
Hammerwood Gate  
Kents Hill |
| Post Code: | MK7 6BY |
| Or e-mail your application to: | SS-STS-Recruitment@open.ac.uk |

8. Selection process and date of interview

| The interview panel will be chaired by: | Jo Tudor, Head of the Office of Director, Academic Services |
| The other members of the interview panel will be: | Stuart Overton-Grace, Head of Systems, Information Technology  
Nicholas Hamp, Programme Manager, Academic Services |
| The interviews will take place on: | 21 February 2019. |
| The selection process for this post will include | Formal interview and desk exercise. |
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/time will not be accepted.**

If you do not hear from us by **14 January 2019** you should assume that you have not been shortlisted for interview but we do thank you for your interest.