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>14544</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>IT Delivery Manager</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Head of Systems (LTI)</td>
</tr>
<tr>
<td>Salary:</td>
<td>£39,992 - £47,722</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic Related</td>
</tr>
<tr>
<td>Grade</td>
<td>8</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>12 month Fixed Term Contract</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37</td>
</tr>
<tr>
<td>Location:</td>
<td>Walton Hall &amp; other locations, including offshore (if required)</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Midday 19 April 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Full Application form, including a cover letter and CV</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>3</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Glyn Bailey</td>
</tr>
</tbody>
</table>
2. Summary of duties

To be an effective leader in Managing and Delivering multiple Technology Projects spanning systems in IT and beyond. The role requires a high degree of managerial and project delivery expertise to work effectively with internal IT teams and stakeholders across the University.

- Management of key University strategic projects with directly assigned project teams working on a dedicated basis.
- Supervise and act as team leader for other Project Delivery Managers within the Delivery Manager team on behalf of the Head of Systems (LTI)
- Negotiate with the resource scheduling team to secure project resources and schedule any programmed works in line with project plans and delivery timescales.
- Directly task assign and manage the project teams for which they are responsible taking full accountability for successful delivery to agreed time, cost and quality parameters.
- Act as the focal point for all project communications and ensure that Communications Plans are developed and fully executed.
- Liaise with the Head of Systems (LTI) and other stakeholders to ensure that all cross project dependencies are effectively managed.
- Identify all stakeholders and work with business project management to ensure cross-stakeholder communication and priorities are maintained.
- Plan and manage project budgets.
- Lead a collaborative, dynamic planning process. Lead Estimation panels, chair project team meetings and provide the key focal point for the Head of Systems (LTI).
- Lead identifying areas for cost and time reductions which add value to the project.
- Ensures on-going review and management of business case and any variance approved by key stakeholders.
- Manages risk register including contingency plans and escalating upwards. Facilitates ownership of risks and issues and seeks to drive action to provide resolution.
- Prepares project closure report, including sign-off acceptance of change, benefit realisation and lessons learnt.
- Management of third-party suppliers and offshore partners, including travel to and working from other locations (UK and overseas) as appropriate to ensure delivery.

3. Person specification

**Essential Knowledge and Experience:**

- Specific senior level experience of managing software development, systems architecture and systems integration.
- Fully conversant with modern IT systems & project methodologies, practices and approaches enabling clear, pragmatic and manageable plans for service delivery.
- A strong track record of large successful software developments, along with experience of package integration and implementation. Delivering results at pace.
- Proven experience of complex decision-making in a complex environment.
- Proven experience of developing and maintaining good and effective relationships with internal and external business partners.
- Proven experience of effectively managing Third Party suppliers.
- Proven experience of managing, motivating and developing team members both collectively and individually, and of achieving positive cultural change.
- Demonstrable thought leadership within previous businesses, regularly undertake activities to engage and build trust.
- Proven ability to understand business drivers, pressures and value.
- Strong understanding or Business and Enterprise Architecture.
- Ability to simplify and communicate complex issues.
Personal Qualities & Characteristics:
- Excellent communication and influencing skills – verbal and written – with ability to liaise at all levels, including Board level.
- Excellent technical awareness and business acumen.
- Ability to drive change and overcome obstacles and resistance.
- Excellent people management skills, able to engage and lead.
- Excellent commercial and negotiation skills.
- Confident and convincing presentation skills.
- Strong relationship management.
- Business leadership skills and capability.
- Ability to manage in an ambiguous environment, clarifying strategies and plans, giving a sense of direction and purpose for self and team.
- Decision-making by seeking constructive outcomes in discussions.
- Setting direction.
- Communicating and influencing.
- Innovation and change.
- Commercial acumen.
- Managing internal and external relationships.
- Delivering expert advice.
- Personable approach to individuals.
- Leader and shaper.
- Credible individual (Business and Technical).
  Coach and mentor.

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:
Mr Nick Minns, Head of Systems (LTI), on 01908 652074 or email nick.minns@open.ac.uk.

If you have any questions regarding the application process please contact Glyn Bailey on 01908 653285 or email: IT-recruitment@open.ac.uk.

7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th>Midday 19 April 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>Information Technology, The Open University, Berrill L2 South, Walton Hall, Milton Keynes, MK7 6AA.</td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>Mrs G Bailey</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Information Technology</td>
</tr>
<tr>
<td>Address:</td>
<td>Walton Hall</td>
</tr>
<tr>
<td>Post Code:</td>
<td>MK7 6AA</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:IT-recruitment@open.ac.uk">IT-recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>

8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Nick Minns (Head of Systems (LTI))</th>
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<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>TBC</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>TBA</td>
</tr>
<tr>
<td>The selection process for this post will include:</td>
<td>A 1 hour interview including a 10 minute presentation. Full details to be confirmed to candidates shortlisted for interview.</td>
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</tbody>
</table>

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.