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>15253</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Infrastructure Roadmap Manager</td>
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<tr>
<td>Reports to:</td>
<td>Head of Infrastructure Services</td>
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<tr>
<td>Salary:</td>
<td>£40,792 to £48,677</td>
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<tr>
<td>Terms and conditions:</td>
<td>Academic Related and Support Staff</td>
</tr>
<tr>
<td>Grade</td>
<td>8</td>
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<tr>
<td>Duration of post:</td>
<td>Permanent</td>
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<tr>
<td>Working hours:</td>
<td>37</td>
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<tr>
<td>Location:</td>
<td>Walton Hall, Milton Keynes</td>
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<tr>
<td>Closing date:</td>
<td>Midday 25 October 2018</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Full Application form, CV and covering letter</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>3</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Glyn Bailey</td>
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</table>
2. Summary of duties

Purpose Statement

- To manage the development and maintenance of our Infrastructure Roadmap to ensure that all the work required to remain on supported infrastructure platforms is identified, scoped and planned effectively, and to effectively lead the delivery of the projects required to maintain it.

Main Responsibilities:

- Ensure that the support and release roadmap of all relevant technology components is mapped out within the Infrastructure Roadmap
- Scope and plan a programme of work to maintain Infrastructure Roadmap
- Communicate the current state and future requirements of the programme of work along with the anticipated resource and systems impact
- Deliver the projects within the programme of work to agreed time, budget and quality targets

Main Duties:

- Work with relevant stakeholders to develop and maintain the Infrastructure Roadmap ensuring that all relevant technology components are logged and tracked
- Plan and scope an ongoing programme of work to effectively deliver the Infrastructure Roadmap
- Plan and manage programme and project budgets
- Manage the Infrastructure Roadmap projects with directly assigned project teams planning their work alongside other activities
- Supervise and act as team leader for staff within the Infrastructure Roadmap programme of work
- Negotiate with managers and team leaders 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 Infrastructure Roadmap programme and project communications and ensure that Communications Plans are developed and fully executed
- Liaise with the IT Leadership Group 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
- Lead a collaborative, dynamic planning process, lead estimation panels, chair project team meetings and provide the key focal point for the IT Leadership Group
- Lead the identification of areas for cost and time reductions which add value to the projects
- Ensures on-going review and management of project scope and any variance is approved by key stakeholders.
- Manage programme and project risk registers including contingency plans and escalating upwards as necessary
- Facilitate the ownership of risks and issues and ensures plans are in place to provide adequate mitigation or resolution
- Prepare project update/RAG status reports, closure reports, 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:

Education, qualifications and training

- A recognised project management qualification (PRINCE2, APM, PMBOK, PMP etc.)

Knowledge, work and other relevant experience

- Specific senior level experience of managing infrastructure replacement, uplift, migration and upgrade projects
- Fully conversant with modern IT infrastructure, systems & project methodologies, practices and approaches enabling clear, pragmatic and manageable plans for service delivery
- Demonstrable experience of managing multiple projects with technical and resource dependencies
- A strong track record of large successful infrastructure projects, along with experience of software as a service migrations, integration and implementation, delivering results at pace
- Proven experience of difficult 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 roles, regularly undertaking activities to engage and build trust
- Proven ability to understand technical drivers alongside business drivers, pressures and value
- Strong understanding of product support lifecycles and infrastructure impacts and dependencies
- Ability to understand, simplify and communicate complex issues

Skills, capabilities and qualities

- 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
- Managing internal and external relationships
- Delivering expert advice
- Personable approach to individuals
- Leader and shaper
- Coach and mentor

4. Role specific requirements e.g. Shift working

Occasionally to provide support for project deliveries outside of normal office hours including some weekend and overnight work
5. About the unit/department

INFORMATION TECHNOLOGY (IT) AT THE OPEN UNIVERSITY

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 Open University is an employer committed to the ongoing development of staff both through its own award-winning distance teaching and industry standard training programmes. As an organisation it promotes a healthy work life balance with a generous leave allowance, a Christmas closure period and flexible working where appropriate. Free parking is available to staff.

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 Juliet.Raith@open.ac.uk by email

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

| Please ensure that your application reaches the University by: | Midday 25 October 2018 |
| Post it to: | IT-Recruitment, Berrill Building, The Open University |
| Name/Job title: | Mrs G Bailey / Recruitment Coordinator |
| Department/Unit: | Information Technology |
| Address: | 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

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Juliet Raith – Head of Infrastructure Services</th>
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| The other members of the interview panel will be: | Chris Wigglesworth – Head of Service & Support  
Keith Gordon – Head of Transition & Environments  
David Crews – Head of Customer Support |
| The interviews will take place on: | TBC |
| The selection process for this post will include | TBC |

- **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.**