

IT Projects Manager

Job Reference:	9131
Department:	IT and Information Services
Grade/ Salary:	Grade 8 - £45,279 to £54,874 inclusive of London weighting
Contract Type:	Fixed-Term for 2 years
Hours:	35 per week (Full time)
Location:	New Cross, London

Closing date for applications: **Sunday 25th April 2021**

Interviews: **Provisionally week commencing 3rd May**

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.



Passionate about advancing equality
and celebrating diversity.
Together, we are different



Together
we are different

Department of IT and Information Services

The Department of IT & Information Services (IT&IS) is responsible for providing a wide range of integrated services to support the learning and teaching, research and administrative work of the university. The Department plays a key role in ensuring that staff and students are provided with excellent facilities and high quality support services, to enhance their experience of working and studying at Goldsmiths. The Department also plays a vital role in developing and supporting the University's major business systems, ensuring the effective use of digital technologies and enabling Goldsmiths to meet the issues and challenges facing universities in an increasingly competitive and demanding environment.

Goldsmiths Recovery Programme is a 2-year change programme seeking to return Goldsmiths to financial sustainability. There are 3 core work streams in the Recovery Programme: Professional Services Blueprint, Portfolio Review, and Non-Pay and Estates. Within each work streams sit a number of projects which are responsible for the output of specific deliverables, all of which are helping to deliver the aims of the Recovery Programme. A Programme Management Office (PMO) has been formed to support the delivery of the Recovery Programme. The PMO will be key to successful programme delivery by ensuring that there is effective programme and project governance and management in place and operating as a hub for project and programme information storage and reporting.

Job description

Reporting to: Acting Director of IT, Service Strategy & Planning

The role holder will be responsible for managing and delivering multiple IT&IS projects simultaneously to support the wider Recovery Programme. The role holder will need to work flexibly to achieve results, often taking a very hands-on approach, providing the impetus and focus for each project. The portfolio of projects will span the full range of IT&IS services, including Infrastructure installations, data integrations between systems, implementation of new capabilities and developments to Business Systems.

The role holder will be expected to bring a critical perspective, combined with a strong performance improvement (process, strategy, operations) skillset to influence the scope, direction and approach to projects. The role holder will work closely with other teams across IT&IS, particularly the Business Systems and Data Management & Integration Teams, as well as the PMO set up to manage the Recovery Programme.

Main duties:

Project Management

- Manage and deliver a portfolio of assigned projects, taking responsibility for the delivery of successful project outcomes within agreed scope (time, cost and quality).
- Adhere to project management and governance arrangements in line with the PMO and ensure that project documentation and regular milestone reports are produced to deadline for various governance requirements.
- Play a key role in shaping and initiating projects, including creating project definitions and coordinating the collation of business cases. This will include agreeing project scope, content and ownership with project sponsors and ensuring alignment with the Recovery Programme.
- Create and maintain realistic project plans for the delivery of projects.
- Identify the appropriate project team members, define the roles and responsibilities required, establish and lead project teams and ensure that they work effectively together to produce the required outputs and benefits.
- Create and deliver effective stakeholder engagement and communication plans, influencing and negotiating with the project's key stakeholders as appropriate.
- Operate appropriate controls to monitor and report on progress, milestones, outcomes, costs and other resources, and produce regular project highlight reports and exception reports as required.
- Manage risks within projects, ensuring that all risks are identified, documented, assessed and monitored, and that appropriate strategies are put in place to effectively mitigate against major risks.

Change Management

- Contribute to the development of a change management approach at Goldsmiths as part of the Recovery Programme.

- Use change management tools and techniques to effectively manage stakeholders through the change.
- Ensure stakeholder engagement throughout the lifecycle of project through on-going and appropriately targeted communications, training, briefings and meetings.
- Adhere to IT&IS Change Management processes to ensure all technical changes are approved before taking place.

Programme Management

- Contribute to the overall Recovery Programme, working with colleagues in the PMO to deliver programme reporting and to keep an on-going oversight of the portfolio, raising issues and establishing solutions collectively.

Consultancy and Performance Improvement

- Provide change support services to a range of colleagues across Goldsmiths, including process improvement facilitation, performance analysis, data collation, options assessment and business case development.
- Contribute to the development of project management and change management skills throughout Goldsmiths, providing support, guidance and coaching to the broad community of those delivering projects at Goldsmiths.
- Develop and maintain a high level of knowledge of the latest developments within the HE sector and of best practice in project and change management in order to provide advice and guidance on a range of issues and contribute to the work of the PMO.

Other

- Proactively input into the management and development of IT&IS, contributing as a member of the Service Strategy and Planning team, to ensure its success in supporting Goldsmiths' overall strategic priorities.
- You will be required to undertake any other duties as may reasonably be required.
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity.
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy.

Main relationships:

- Acting Director of IT, Service Strategy & Planning
- Acting Director of IT, Service Delivery & Operations
- Director of Change Management and Project Managers in the PMO
- Head of Business Systems
- Head of Data Management and Integration Services
- IT Business Analyst
- Service Support Manager
- Business Relationship Managers
- Information Security Manager
- Business Service Owners, Business Service Operations Managers and key stakeholders across the University

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

- A = Application form** **C = Certificate**
- I = Interview** **R = Reference**
- T = Test / P = Presentation**

Category	
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Essential Criteria 1 - Qualifications		
Educated to first degree level (or equivalent)	A, C	
Prince2 Practitioner or other similar project management methodology qualification	A, I	
Desirable Criteria 1 - Qualifications		
Educated to postgraduate degree level (or equivalent)	A, C	
Essential Criteria 2 - Experience		
A breadth of project management experience across a variety of projects, and experience of successfully managing and delivering business benefits from a range of projects within a diverse workload.	A, I, R	Essential Criterion 1
Experience of working within a structured project management process, including undertaking business case development, project planning, the establishment of governance and control arrangements, the identifying, assessing and monitoring of risks, reporting progress, and assessing outcomes and benefits.	A, I, R	Essential Criterion 2
Experience of managing technical projects and/or projects with complex constraints, dependencies and stakeholder interests.	A, I, R	Essential Criterion 3
Experience of facilitating / undertaking change approaches, such as business analysis, options assessment and solutions design and process improvement.	A, I, R	Essential Criterion 4
Ability to use multiple applications and software packages to support project management.	A, I	Essential Criterion 5
Desirable Criteria 2 - Experience		
Experience of managing projects within a large, complex organisation undergoing significant change.	A, I, R	Desirable Criterion 1
Experience of taking a DevOps approach where development and operational staff work together. For example, working with standards and application development methods and agile driven frameworks such as SCRUM.	A, I, R	Desirable Criterion 2
Familiar with the release management processes to package, build, test and deploy changes and updates which are bounded as "releases" into the "pre-production" or "production" environment.	A, I, R	Desirable Criterion 3
Experience of working in the higher education sector, or demonstrable understanding of the cultural environment of universities and the issues affecting the sector.	A, I, R	Desirable Criterion 4

Essential Criteria 3 – Skills, Attributes and Knowledge		
High-level written and oral communication skills and the ability to present complex information in an accessible way.	A, I, P	Essential Criterion 6
Strong interpersonal skills, including the ability to work with a wide range of colleagues and build good relationships across the organisation, and also including diplomacy and the ability to negotiate with and influence stakeholders at all levels of seniority.	A, I	Essential Criterion 7
Good team-working approach and desire to contribute to overall team success, and the ability to provide leadership to teams when required.	A, I, R	Essential Criterion 8
Ability to think creatively and provide innovative solutions to problems, with the confidence to challenge existing work practices and offer alternative solutions.	A, I, P	Essential Criterion 9
A customer focused approach, with the ability to understand and prioritise customer needs within a project.	A, I, P	Essential Criterion 9
Ability to plan and direct own work, managing several things at once, ensuring deadlines are met and outputs are of good quality.	A, I	Essential Criterion 10
Ability to take a flexible approach to work and respond to a busy and demanding environment with continually changing priorities.	A, I	Essential Criterion 10
Desirable Criteria 3 - Skills, Attributes and Knowledge		
Ability to manage using agile methodology, and deliver to minimum viable specification to realise business benefits	A, I	Desirable Criterion 5

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

For more information about the role, please contact Helen Cocker, tel 07740 756657, e-mail H.Cocker@gold.ac.uk

38/2021

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- On-site cinema, Curzon Goldsmiths, with staff discounts and special screenings
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme
- Access to exclusive discounts, including high street retailers
- Maternity, paternity and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#) and [Goldsmiths Centre for Contemporary Art](#)
- Access to [University of London facilities](#) such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

Thank you for your interest in working with us, we wish you all the best with your application.