

THE UNIVERSITY OF MANCHESTER

PARTICULARS OF APPOINTMENT

PROFESSIONAL SERVICES

DIRECTORATE OF IT SERVICES

IT SERVICES STRATEGY, SECURITY AND ARCHITECTURE

PRODUCT MANAGER MS365

VACANCY REF: PSX-017392

Salary: Grade 7, £42,149 to £51,799 per annum

Hours: Full time

Duration: Permanent

Location: Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Name: Paul Dennington

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Overall Purpose of the Job

The Product Manager for MS365 oversees the products and services delivered to users, working with the University and IT Services to plan changes to the MS365 portfolio roadmap and user journeys. Responsible for pulling together and co-ordinating the assets and work performed by teams in SDA, TIO and suppliers to ensure delivery, as well as tracking performance, usage and capacity of those services and actively promoting their use.

The Product manager MS365 will be responsible for:

- Overseeing MS365 product and service portfolios delivery and availability, ensuring we have the right assets, people and skills in place to meet the needs of our users
- Collaboratively planning and managing changes to the MS365 product and service portfolio, proposing and agreeing creating, modifying and withdrawing services and features and modifying our user journeys according to University and user functional and experiential need
- Delivery of service, fault resolution and changes to our product and service portfolio and user journeys, overseeing co-ordination and management of activity in our Engineering teams and suppliers Act as service owners and engage with the University to understand user need for changes to our services, with the right level of responsiveness

- Promoting and communicating the MS365 product and service portfolio to the University to ensure awareness, understanding, adoption and satisfaction and act as first point of contact for enquiries relating to MS365 from users, other areas of the University and ITS colleagues
- Monitoring, tracking and communicating performance against SLAs and KPIS including satisfaction, capacity, availability and usage, to inform service improvement planning and catalogue management
- Working collaboratively with other parts of ITS and wider senior university stakeholders, support and inform prioritisation of requests that balance needs for live service, maintenance and investment in our IT estate.

Key Role Responsibilities, Accountabilities and Duties

- Plan, organise, motivate and co-ordinate the work of the virtual MS365 team so that objectives are met and they are operating efficiently and effectively.
- To contribute to the development of MS365 portfolio strategy, processes and systems
- Facilitate effective working relationships within the MS365 virtual team with the SDA and TIO teams and suppliers they work closely with
- Responsible for user satisfaction and usage of the MS365 product & service portfolio, working with University stakeholders and SDA and TIO teams to plan and prioritise roadmaps of change to products, services, features and user journeys to ensure alignment to need
- Ensure clarity of the service catalogue and product portfolio for MS365, creating understanding within and outside ITS as to who is responsible for each product or service and how they are delivered
- Act as main point of contact for our MS365 product & service portfolio, maintaining 2 way engagement by triaging and managing inbound requests, as well as promoting product adoption and understanding to drive user satisfaction
- Responsible for Product & Service Management delivery (request fulfilment, incident resolution, service improvement) for MS365, managing the priorities and progress of our virtual MS365 team and external suppliers, co-ordinating activity to provide cohesive service
- Responsible for tracking capacity and availability and using this information to inform governance decisions and to drive resolving activity where issues are identified and user needs are not met
- Ensure ongoing review and improvement of products and services and their user journeys, within an ethos of continuous improvement, ensuring that requirements are prioritised on

the basis of agreed strategic objectives and operational priorities and are progressed on a timely basis through agreed internal governance routes

- Work with the Quality Assurance team to highlight and manage issues with supplier performance
- Responsible for the development and monitoring of KPI's for managing MS365 portfolio performance, ensuring data collected can be used to improve services
- Contribute to the definition and agreement of clear processes and accountabilities for service delivery for all MS365 services, implementing appropriate Operational Level Agreements
- Deputise for senior colleagues as required

IT Services Responsibilities, Accountabilities and Duties

- In addition to University provided training and development, you will undertake sufficient personal and professional development as required, ensuring skills and knowledge are up to date so that the role is performed to the required competency level.
- Ensure the ongoing professional development of all members the team.
- All staff are required to ensure they maintain an understanding of the Target Operating Model (TOM) and the overall strategic direction of IT Services.
- You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.
- Responsible for compliance with and promotion of university policies, procedures and requirements at all times - in particular those relating to health and safety; equality, diversity and inclusion; and information governance. Embed these within day to day working practices and ensure they are managed effectively.
- You will actively work to ensure knowledge sharing amongst colleagues to avoid single points of failure.

Person Specification – Product Manager MS365 G7

Product manager MS365 G7

Essential/Desirable Experience, Knowledge and Capabilities

Qualifications/Experience/Knowledge/Capability	TYPE	Essential	Desirable
Previous relevant work experience and a degree/professional qualification or substantial experience in a similar role	Qualification/ Experience	YES	

Proven record in effectively leading and managing a team with evidence of setting and achieving clear objectives and performance goals.	Experience	YES	
Significant experience, knowledge and understanding of service and change delivery, co-ordinating activity across multiple teams and suppliers.	Experience	YES	
Experience of product management, customer journey definition and product roadmaps.	Experience	YES	
Experience of Agile and Waterfall delivery and ability to manage projects and operations within budget.	Experience	YES	
Evidence of experience of working in a user focused environment and delivering exceptional customer service to stakeholders.	Experience		YES
Knowledge of methods and techniques for managing contracts to ensure that suppliers adhere to agreed contract requirements.	Knowledge	YES	
Knowledge of feasibility planning for existing and new services, identifying potential revenue streams, and tracking these to cost recovery.	Knowledge	YES	
Strong knowledge of the MS365 landscape and of the cloud services (XaaS) highly desirable.	Knowledge		YES
Capacity to think in strategic terms and a willingness to exercise leadership including leading and managing significant cultural and organisational change.	Capability	YES	
Excellent communication and interpersonal skills to engage and influence colleagues and suppliers and work collaboratively across organisational boundaries in order to deliver service.	Capability	YES	
Strong negotiation and relationship building skills, the ability to influence others outside the direct sphere of control, and strong experience of matrix management of mixed internal and supplier teams.	Capability	YES	
Excellent analytical and problem solving skills.	Capability	YES	
The ability to represent the University internally and externally at all levels.	Capability		YES

IT Services / AUA Behaviours Framework

<p>AUA Professional Behaviours Framework</p> <p>IT Services has a core set of professional behaviours based on the AUA Professional Behaviours Framework which we have found to be consistent with our values. The behaviours are not the tasks associated with a particular job. They identify how an individual does the job. The behaviours are universal across all roles, though some are very much more important in some jobs than others. The behavioural framework has been designed to clarify what individuals can do to develop in their jobs and beyond - and ultimately to deliver their organisation's strategic plan.</p>
<p>Managing self and personal skills: Providing the best quality service to external and internal clients. Building genuine and open long-term relationships in order to drive up service standards.</p>
<p>Delivering excellent service: Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.</p>
<p>Finding solutions: Taking a holistic view and working enthusiastically to analyse problems and to develop workable solutions. Identifying opportunities for innovation.</p>
<p>Embracing change: Being open to and engaging with new ideas and ways of working. Adjusting to unfamiliar situations, shifting demands and changing roles.</p>
<p>Using resources: Identifying and making the most productive use of resources including people, time, information, networks and budgets</p>
<p>Engaging with the wider context: Enhancing your contribution to the organisation through an understanding of the bigger picture and showing commitment to organisational values.</p>
<p>Developing self and others: Showing commitment to own ongoing professional development. Supporting and encouraging others to develop their professional knowledge, skills and behaviours to enable them to reach their full potential.</p>
<p>Working together: Working collaboratively with others in order to achieve objectives. Recognising and valuing the different contributions people bring to this process.</p>
<p>Achieving results: Consistently meeting agreed objectives and success criteria. Taking personal responsibility for getting things done.</p>