

**THE UNIVERSITY OF MANCHESTER**

**PARTICULARS OF APPOINTMENT**

**PROFESSIONAL SERVICES**

**DIRECTORATE OF IT SERVICES**

**IT PROGRAMME DELIVERY LEAD**

**VACANCY REF: PSX-030918**

<b>Salary:</b>	Grade 8, £59,966 to £71,566 per annum, depending on relevant experience
<b>Hours:</b>	Full time
<b>Duration:</b>	Fixed term available for 18 months
<b>Location:</b>	Oxford Road, Manchester

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**Enquiries about the vacancy, shortlisting and interviews:**

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**Overall, Purpose of the Job:**

IT Services supports the University by delivering technology-based services for research and teaching and learning, as well as supporting transformational change programmes and projects in the University.

Working with IT Services, the Programme Delivery Lead will own and oversee the delivery of the IT components of change programmes and projects, working with colleagues across the University to facilitate transformational change in the delivery of the University's strategic plan. The initiatives by their nature will typically be large and complex, involving significant technology changes.

The Programme Delivery Lead's role is to:

- Be accountable for the effective delivery of agreed IT outcomes for programmes and projects, owning the technology roadmaps and plans and overseeing matrix teams to manage implementation and transition into live service.
- Assure quality of IT deliverables, owning and continuously improving the systems development lifecycle standards and ensuring these are applied and embedded within a programme and that the IT deliverables have been assured following

standards at relevant governance throughout the lifecycle.

- Oversee provision of IT staff and technical resources (including external third parties) for the initiative, ensuring they are costed, capable, available and properly budgeted and recharged for the duration of the project and subsequently in live service.
- Own the relationships with programme and project stakeholders, acting as a primary point of contact for senior stakeholders, the Strategic Change Office and operational business partners.
- Ensure risk, issues and dependencies related to programmes and projects are identified, tracked, reported and resolved.

#### **KEY RESPONSIBILITIES, ACCOUNTABILITIES OR DUTIES:**

- Lead and co-ordinate the implementation of all IT components of programme and project delivery to ensure realisation of university strategic goals, taking responsibility for the overall coordination, implementation, and transition of technology change.
- Support, advise and challenge the Programme Manager, Executive Sponsor and senior stakeholders on the best approach for delivery of technology change in order to achieve the desired outcomes.
- Work with key stakeholders, the programme team and ITS teams to ensure functional and non-functional requirements are properly captured and translated into designs that meet business needs and are aligned with IT Services strategy, standards and policies.
- Co-ordinate planning between the programme and ITS teams to identify outcomes, work packages, staff and technology resources and timelines, overseeing resource provision and tracking to ensure successful delivery.
- To actively contribute to the business case and budget setting and reforecasting process for programmes to ensure accuracy and that progress and effort are reported and appropriately recharged.
- Provide leadership, organise, motivate and direct the work and resources of programme teams so that objectives are met and they are operating efficiently and effectively, augmenting core resource where required.
- Facilitate effective working relationships within programme teams and with the ITS teams and suppliers they work closely with.
- Provide line management of direct and matrix reports, overseeing performance and supporting professional development, embedding a culture of excellent customer service and performance.
- Ensure adherence to IT Services standards and governance including the systems development lifecycle, change management, service design and transition processes and technical design authority, working with ITS teams and the Programme team to promote standards and good practice and overseeing compliance with these.
- Own and continuously improve the systems development lifecycle, ensuring it provides an effective and efficient mechanism for delivery and quality assurance. Work as part of the ITS leadership team to align the lifecycle to change management, service design

and transition processes and governance within ITS, as well as with similar frameworks in the Strategic Change Office.

- Define and implement KPIs and measurements for programme and project work package delivery, underpinning performance management of IT Services teams and good practice development.
- Identify IT risk and programme interdependencies, working in alignment with the PMO and the IT Services delivery management office to track, manage and resolve these, escalating to senior stakeholders as necessary.
- Ensure 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. Lead on embedding these within day to day working practices and ensure they are managed effectively.
- Share best practice, coaching and supporting of other colleagues across the University.
- Demonstrate personal and role model leadership in terms of being focussed, flexible, professional, motivated and personally effective in order to deliver the agreed deliverables.
- Develop and maintaining a high level of knowledge of the latest developments within the University and the HE sector, and best practice in programme, project and change management in order to provide advice and guidance on a range of issues within the University.
- You will be expected to demonstrate a commitment to the [IT Services Practice Charter](#) and the University's [values](#). The University of Manchester values a diverse workforce and welcomes applications from all sections of the community.
- You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

## PERSON SPECIFICATION

### Essential Knowledge, Skills and Experience:

- Extensive experience of successfully managing IT projects and programmes through to successful delivery of benefits using agile and waterfall methodologies
- Project management qualifications e.g. Prince2 Practitioner, Managing Successful Programmes Practitioner, Agile/Scrum
- Substantial experience of requirements definition and management, ensuring that the business needs have been correctly identified, documented and managed to allow for the effective delivery of a product/project
- Significant experience of leading and directing the work of teams and direct and matrix reports, setting and managing clear and challenging performance goals, coaching staff in applying good practice
- Substantial experience in the identification, assessment and management of project risks and interdependencies, which could result in time or cost over-runs, or failure to

deliver products which are fit for purpose.

- Technically current, with an up-to-date understanding of technology trends and directions across the industry.
- The ability to work confidently and assertively with a range of executive and non executive senior stakeholders, using coaching, negotiating, communication and influencing skills to achieve successful outcomes
- Experience of leading and managing project teams, achieving results through other people without necessarily using formal line management authority
- Knowledge of policies and procedures such as Equality and Diversity, Health and Safety, Information Governance and Data Protection
- A good understanding of Higher Education combined with ability to challenge accepted norms
- Highly developed verbal and written communication skills with the ability to present complex information clearly and concisely to executive stakeholders
- Demonstrable personal and professional commitment to the University's strategic goals, themes and values

**Desirable Knowledge, Skills, Experience and Qualifications:**

- Substantial experience and/or qualifications in IT service management e.g. ITIL
- Substantial experience and/or qualifications in IT management frameworks e.g. COBIT