

Post Title:	Head of Strategic Engagement
Grade:	9

Job Description

2.1. Purpose

The Head of Strategic Engagement is responsible for the overall direction of the University Group Strategic Account Managers (ITS) and the engagement IT Services holds with the University Group.

Outcome driven and working closely with business leaders the role holder will oversee all the strategic business facing engagements. They will ensure that new or existing digital platforms enable the build and contribution of a Group wide digital strategy. They will provide guidance and direction to the Strategic Account Managers to ensure the consistent delivery and update of platform roadmaps aligned to the core organisational priorities and direction.

2.2. Main Duties and Responsibilities

1. Has defined authority and accountability for actions and decisions across the ITS strategic engagement function, including Strategic account manager management, technical, financial and quality aspects. Establishing organisational objectives and assigns responsibilities to matrixed teams to engage, map, strategize and deliver IT and Digital solutions.
2. Business outcome driven, the analysis and proactive management of business demand for new services or modifications to existing service features or volumes. Collaborating with the business to prioritise demand in order to improve business value. Integrating demand analysis and planning with complementary strategic, operational and change planning processes.
3. Have in-depth knowledge of technology, business road mapping and strategy creation and will have business knowledge and experience bias with in-depth technical/digital knowledge to enable them to communicate up and down within the organisation.
4. The creation of new and potentially disruptive approaches to performing business activities in order to create business opportunities; deliver new or improved products/services; or to improve supply chains. The identification and implementation of improvements to business operations, services and models.
5. Influences IT Digital policy and strategy formation. Initiates influential relationships with internal and external customers, suppliers and partners at senior management level, including industry leaders.

6. Has a broad business understanding and deep understanding of engagement and digital strategy. Performs highly complex work activities covering technical, financial and quality aspects. Contributes to the implementation of policy and strategy.
7. Promotes the change vision to staff at all levels of the business operation, brings order to complex situations, and keeps a focus on business objectives. Maintains the business case for funding the digital platform and confirms continuing business viability of the platform at regular intervals.
8. Builds long-term, strategic relationships with senior stakeholders in the largest client organisations (internal or external). Acts as a single point of contact and facilitates access to colleagues and subject experts. Maintains a strong understanding of clients' industry and business, assists clients in the formation of business and IT strategies.
9. Negotiates at senior level on technical and commercial issues. Influences the development and enhancement of services, products and systems, and oversees the management and planning of business opportunities.
10. Researches suppliers and markets, and maintains a broad understanding of the commercial environment, to inform and develop commercial strategies and sourcing plans. Advises on the business case for alternative sourcing models, and on policy and procedures covering the selection of suppliers, tendering, and procurement.
11. Recognises potential strategic application of information technology capabilities. Initiates and manages investigation and development of innovative methods, practices and technology, to the benefit of organisations and the community.
12. Captures and prioritises market and environmental trends, business strategies and objectives, and identifies the business benefits of alternative strategies.
13. Sets policies and standards and guidelines for how the organisation conducts IT strategy development and planning. Leads and manages the creation or review of an IT strategy which meets the requirements of the business.
14. Monitors the market to gain knowledge and understanding of currently emerging technologies. Identifies new and emerging hardware and software technologies and products based on own area of expertise, assesses their relevance and potential value to the organization.
15. Deputises for the DCDIO - Engagement, Strategy, Innovation and Digital Transformation – University Group as required

AND such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

2.3. Supervision Received

Line management is from the Deputy CDIO (ESIDT) –University Group.

2.4. Supervision Given

Strategic Account Managers. Matrix & virtual line supervision of associated delivery and support teams.

2.5. Contacts

- IT Services staff, including Executive Team.
- University Group Leadership Team.
- Staff and students in other Schools / Support Areas of the University Group.
- External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<i>Education & Qualifications</i>	<ul style="list-style-type: none"> • Educated to degree level or equivalent • Project Management training • PRINCE2 practitioner 	<ul style="list-style-type: none"> • Six Sigma – green belt qualification • Lean processing qualification
<i>Knowledge & Experience</i>	<ul style="list-style-type: none"> • Strategic planner – business & technical • Technical and business product roadmaps development • Demonstrable competence in product based environment • Board level reporting • Fostering strategic relations both internal and external • Business case development and funding submissions • Investment options appraisal, return on investment and benefits • Management of large scale multi- phase implementation, e.g. either systems projects or international development projects or business development or business transformation projects • Management of budgets in excess of £2m • Management of technology diverse teams • Management of a wide range of stakeholders • Management of third party suppliers • Development of documentation and delivering against all elements of a product lifecycle • Setting and managing tolerances and change request processes 	<ul style="list-style-type: none"> • Digital technology knowledge and its use to benefit business users • Digital strategy development • Digital transformation leadership • Demonstrable competence in education based environment • International experience • Product owner experience
<i>Interpersonal Skills</i>	<ul style="list-style-type: none"> • Superior communication skills 	

	<ul style="list-style-type: none"> • Tact and diplomacy with internal and external communities including high level contacts • Skill in establishing and maintaining cooperative working relationships, establishing rapport and gaining the trust of others at all levels • Tough poise 	
<i>Job-related Skills, Abilities & Competencies</i>	<ul style="list-style-type: none"> • Analysis of qualitative and quantitative data • Extensive IT skills with advanced level experience of using project applications • Track record of inspirational, motivation leadership to maximise individual and team performance • Day to day management of staff and supervision of work streams • Ability to identify, manage and deliver against stakeholder requirements • Demonstrable skill in communication at all levels • Highly organised • Works well under pressure • Willingness to take direction • Report writing and presentation skills 	
<i>Other Requirements</i>	<ul style="list-style-type: none"> • Operate with a high degree of discretion and observe confidentiality • Ability to work flexibly • A flexible approach to work and location including the ability to travel both within the UK and internationally as required. • An appreciation of other cultures, the global reach of the University and its international agenda. 	<ul style="list-style-type: none"> • Ability to work on different types of products groupings