Post Title:	Research Service Manager
Grade:	8

Job Description

2.1. Purpose

To be accountable for the strategy, strategic engagement, vision, development and delivery of IT services in support of research. To proactively manage and co-ordinate between Faculty Research Centres (FRC), other research groups and IT Services, supporting the executive and senior management across all areas to ensure suitable IT services are in place, documented, and available to support research within the University Group.

The Research Service Manager will be responsible for developing and agreeing a strategy, designing services in conjunction with ITS functional teams that will meet the needs of the research community whilst managing the service performance and ensuring that the services are aligned with ITS best practice and methodologies. The role will also involve helping in the strategic development of these services.

2.2. Main Duties and Responsibilities

1. To carry out initiative development, project scoping, service support and IT service management around research specific and core IT services.

2. To understand the needs of the client with regards to services provided by ITS, and to feed these back to the ITS executive and senior management with recommendations for action. Working with the customer, be able to discover and roadmap future strategy and demand to provide direction in relation to IT.

3. To establish trust and respect from the research community and fellows colleague within ITS and be able to influence and negotiate accordingly. Through liaison with key academic and non-academic stakeholders, in particularly the respective Directors and Heads and other contacts to review and revise relevant services.

4. Maintains awareness of research and research proposals, then contributing to resource and project planning as required by University or Faculty Research Groups.

5. Leads the definition of ITS Research services and thereafter proactively attend regular meetings with clients to review service requirements, support, growth and performance. Review service quality, service issues, satisfaction with technical services and keeping clients informed of progress of any promised actions or remedies. Ensure individual requirements are understood and an effective and efficient service then provided.

6. To act as an SLA PoC for specific agreements with the client if so directed. This involves monitoring that the service is operating within agreed parameters, that performance targets are being met and that resource usage is not greater than expected. The SLA PoC aspect will also be required to hold review meetings with the customer at least annually and provide feedback to ITS executive and management on areas of success or where areas may require improvement or altering.

7. Ensures that service information is maintained and available to ensure that researchers can readily access relevant services.

8. Work closely with client groups to support strategic planning and create, maintain and support clients' business plans.

9. Produces and develops reports on the strategic and operational status of research areas to ITS executive and senior management along with recommendations on service improvement.

10. Advises Senior Management on relevant Policies and procedures arising across the research areas.

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

Head of Strategic Engagement

2.4. Supervision Given

Matrix & virtual line supervision of associated delivery and support team.

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
Education & Qualifications	☐ Educated to degree level in a relevant discipline with a chartered professional qualification or substantial experience in related field in lieu of the above.	☐ Postgraduate or professional qualification in a relevant discipline. ☐ Qualifications in computing or service support (such as ITIL Service Management Accreditation)
Knowledge & Experience	☐ Substantial experience of the use of IT to support research and researchers in a large, complex organisation. (Ensure Financial Management, Project Management and Management is covered where applicable) ☐ IT Service design, and service management ☐ Familiarity with a wide range of IT solutions relevant to research ☐ Experience working collaboratively with technical staff and senior non technical staff. ☐ Requirements analysis.	☐ Experience of project management
Interpersonal Skills	☐ Able to influence and negotiate at all levels and also where resources may not be in direct control of this role. ☐ Ability to build trust and display integrity. ☐ Able to motivate others to deliver high performaning teams and a high-performance culture. ☐ Ability to forge effective relationships in a complex matrix management environment.	☐ Demonstrable ability to translate high-level strategic aims into schemes of work for a team of individuals ☐ Ability to contribute to and influence technical strategy in a small to medium sized organisation by making use of a strong and confident personality

	☐ Ability to work collaboratively and key team player. ☐ Excellent communication, and presentation skills ☐ Creative and innovative thinking	
Job-related Skills, Abilities & Competencies	• Excellent analytical, strategic conceptual thinking, strategic planning and execution skills. • Exceptional leadership skills with the ability to develop and communicate the IT Research vision, and inspire, motivate and develop staff. • Takes accountability and has strong sense of ownership. • Results orientated and a commitment to a high-quality customer service • A blend of business, IT, financial and communication skills. • Understanding business organisation, politics and culture. • Ability to build and maintain broad network of business relationships. • Knowledge of customer behaviours, needs and expectations. • Ability to lead a team/discipline to quickly resolve complex problems in the provision of IT services. • Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support.	☐ Experience in Apple and/or Microsoft computing environments
Other Requirements	☐ A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required. ☐ An appreciation of other cultures; the global reach of the University and its international agenda. ☐ Ability to work flexibly and extended hours by agreement to	

	meet tight, fixed deadlines or as required by service imperatives.	