JOB DESCRIPTION

JOB TITLE	Assistant Project Manager				
DEPARTMENT	ICT				
JOB NUMBER		GRADE	5	DATE	
REPORTS TO	Head of Architecture and Programmes				

CONTEXT

JOB PURPOSE

The role sits within the Project Management Office and the post holder is expected to have a good understanding of project management methodology and knowledge across a broad range of ICT disciplines. The role will actively contribute to the successful delivery of projects across a number of high-profile ICT services to the university community.

The post holder will be responsible for delivering new initiatives and approved change projects, involving the development and implementation of business processes to meet identified business needs, acquiring and utilising the necessary resources and skills, within agreed parameters of cost, timescales, and quality. Working with the architecture and technology teams to integrate internally developed or commercial off the shelf solutions.

The role will also support the Project Management Office with the provision of support and guidance on programme and project management processes, procedures, tools and techniques.

The post holder will have overall responsibility for implementing key projects, with the support of more senior colleagues, for a number of elements of the ICT Service Catalogue; ensuring each service is delivered effectively to a high standard.

Autonomy
Works under general direction. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.

Influence
Interacts with and influences department/project team members. Has working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases of projects.

Complexity
Performs a broad range of work, sometimes complex and non-routine, in a variety of environments. Applies methodical approach to problem definition and resolution.

Business Skills
Understands and uses appropriate methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Takes the initiative in identifying and negotiating appropriate personal development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures. Absorbs and applies technical information. Works to required standards. Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.

KEY RESPONSIBILITIES

PROJECT MANAGEMENT

Takes responsibility for the execution of small-scale projects covering:
- Defines, documents and safely executes small-scale projects, actively participating in all phases of the project. Identifies, assesses and manages risks to the success of the project.
- Working with users, reviews proposed benefits and risks in the new/redesigned processes, confirms the acceptance criteria for these processes, and ensures that they are properly documented in the business justification.
- Estimates costs, timescales and resource requirements for the successful delivery of the project.
- Specifies and develops test scenarios to test that new/redesigned processes deliver improved ways of working for the end user at the same time as delivering efficiencies and planned business benefits.
- Prepares and maintains realistic project schedules plans and tracks all activities against them, providing regular reports to senior management, and users as appropriate.
- Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are captured and actioned. Produces appropriate documentation to support these processes.

APPLICATION SUPPORT & SYSTEM DEVELOPMENT

For all products, services and systems within the area of responsibility:
- Interprets information on behalf of non-technical users and provides routine training in normal usage of systems, products and services. Assists users in making more effective use of systems, products and services.
- Receive and prioritises application requests in accordance with agreed criteria, supports users, provides information & offers advice and ensures users and other interested parties are kept informed.
- In accordance with agreed procedures, monitors systems for which responsible by regular review, to monitor system efficiency against published service level agreements. Referring to more senior colleagues where necessary, takes corrective action to improve performance and to avoid problems arising.
- Assists with preparation of software implementation/upgrades procedures including installs, testing and fall back contingency plans.

DESIGN & DOCUMENTATION

Follows direction in the below areas:
- Identify current problems and elicit, specify and document business requirements for simple service areas with clearly-defined boundaries.
- Ensures all work is carried out and documented in accordance with required standards, methods and procedures.
- Designs simple system modifications from supplied specifications, using agreed standards and tools, to achieve a result.
- Executes supplied sets of simple test cases using agreed methods and standards.
- Reports test activities and results to other colleagues in a clear and concise manner.
- Prepares and maintains operational documentation for relevant system software products.

SECURITY ADMINISTRATION
• Maintains knowledge and awareness of ICT Security policies & procedures and general data security legislation & regulations; always acting within these.
• Provides advice and handles most enquiries relating to basic information security referring to more senior staff for assistance.
• Operates and administers logical access controls relating to one or more platforms, within defined boundaries, in order to provide continuous and secure access to information services.

TEAM LEADERSHIP
• Identifies and manages resources needed for the planning, development and delivery of specified information and communications systems services, projects and products.

PERSONAL DEVELOPMENT
Develops and maintains knowledge and awareness of the broad technical areas by:
• Reading relevant literature and attending training.
• Meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional bodies.

COMMUNICATION & PERSONAL NETWORKS
• Contributes to user groups, or specialist subject groups on topics involving the technical specialism presenting simple technical concepts in a clear, jargon free, accessible manner.
• Creates relationships with a range of stakeholders.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and Dimensions of the Role
The post holder will work flexibly, independently of location, in order to deliver on objectives.

Key Working Relationships/Networks	
Internal	**External**
- ICT Senior Management - ICT teams - College staff (research, academic and administrative) - Professional service staff - Student Union - Students	- Key Suppliers and Commercial Partners - Other institutions - Sector bodies (UCISA/JISC) - Relevant professional bodies - Represents the University at appropriate forums and makes a positive contribution to relevant sector/industry groups.

PERSON SPECIFICATION

JOB TITLE	Assistant Project Manager	JOB NUMBER	

Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Graduate and/or relevant experience	E	A,I
Industry qualifications	D	A,I
Membership of relevant professional bodies	D	A,I
Experience:		
Experience of working within small projects	E	A,I
Proven record of delivering results within a given timescale	E	A,I
Business case development with associated benefits realisation	D	A,I
Knowledge of the HE sector	D	A,I
Skills and Knowledge:		
Project management skills	E	A,I
Good understanding of ICT disciplines	E	A,I
Problem analysis and solving skills	E	I
Understanding emerging technology trends	D	I
Good written and verbal communication skills	D	A,I
Relevant issues, developments and trends within the education sector	D	A,I
Competencies and Personal Attributes:		
Credibility and integrity	E	I,R
Positive and open in communication both verbal and written	E	I,R
Initiative and confidence	E	I,R
Collaborative, able to build working networks	E	I,R
Commitment to service quality whilst adhering to internal procedures	E	I,R

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.