

## Member Services Development Manager

ucisa

<b>Job Title</b>	Member Services Development Manager
<b>Reporting to</b>	Chief Executive
<b>Specific Responsibilities</b>	Member of ucisa Management team
<b>Line-Management</b>	TBC
<b>Budget responsibilities</b>	To be confirmed The post holder has responsibility to manage within the ucisa group budget set annually and account to the CEO
<b>Salary</b>	Circa £50k
<b>Terms and Conditions overview</b>	<ul style="list-style-type: none"> <li>• Oxford base (to be confirmed)</li> <li>• Full time contract (37.5 hours per week)</li> <li>• Permanent contract</li> <li>• Pro rata 30 days annual leave entitlement plus 8 statutory holidays (occasional weekend and bank holiday working may be required),</li> <li>• Employer 6.7% contributory NEST pension scheme, plus voluntary employee contributions up to 6.7%</li> <li>• Free on-site car parking</li> <li>• Three-month probationary period</li> <li>• Three months' contractual notice (both parties)</li> <li>• Other terms and conditions in line with ucisa's standard Contract of Employment and Employee Handbook</li> </ul>

<b>Main purpose of the role</b>	<ol style="list-style-type: none"> <li>1. To lead the management of ucisa infrastructure and support systems</li> <li>2. To lead the further development of ucisa membership services and systems to support membership services for ucisa the charity and ucisa services limited (USL) trading company</li> <li>3. To support the Chief Executive in development of membership strategy, representation work on behalf of members, development of relationships and networks, governance, leadership and administration</li> <li>4. To contribute to planning, development, implementation and evaluation of all aspects of ucisa's business plan and strategic vision</li> <li>5. To manage and monitor all external relationships relating to infrastructure and systems</li> <li>6. To ensure robust data management and compliance to support current activities and future growth</li> <li>7. To contribute to the development of ucisa and carry out any tasks commensurate with the general level of responsibility of the post, as allocated by the Chief Executive</li> <li>8. To manage relevant staff as detailed by the Chief Executive. This may change periodically to best meet the needs of ucisa and its membership.</li> </ol>
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**Key tasks and specific responsibilities**

- **To lead and manage all infrastructure and systems for ucisa**
- To monitor efficiency and effectiveness of infrastructure and systems, ensuring the security of all systems and infrastructure at all times and providing reports and recommendations to the Chief Executive as appropriate
- Deliver cost effective systems and solutions including web solutions that are aligned to the needs of ucisa and its members.
- To determine requirements for, develop business cases for and implement innovative technologies and procedures, constantly improving quality and efficiency of service continuity whilst considering the research and business needs of ucisa.
- To manage, procure and maintain software and hardware to support effective service delivery, maintaining appropriate asset registers and developing a system for ongoing maintenance.
- Provide or facilitate all staff training and awareness initiatives needed to ensure staff are able to use infrastructure and systems efficiently and effectively, providing or facilitating technical support where needed.
- Manage any outsourced Infrastructure or operational systems, monitoring their effectiveness and making recommendations for improvement
- **To lead the further development of ucisa membership services and systems to support all membership services for ucisa the charity and ucisa services limited (USL) trading company**
- Establish long-term needs and perform day-to-day planning for delivering and developing membership services within ucisa to meet timetables agreed with customer groups. This will include, for example, establishing operational SLAs appropriate to the needs of the central services team and wider membership, monitoring compliance against established baselines.
- To work closely with the Chief Executive to successfully plan and implement new member services, systems and business improvements
- Working closely with the CEO and chairs of ucisa Special Interest Groups (SIG's), manage a review of ucisa surveys and identify the tools and systems necessary for effective delivery and reporting.
- **support the Chief Executive in development membership strategy, representation work on behalf of members, development of relationships and networks, governance, leadership and administration**
- To ensure ucisa's membership services are informed by meaningful and useful business information and member led insight
- Provide reports on e.g. member activity, service usage demand for new services etc to the Chief Executive, Board of Trustees and Board of Directors of USL to support and inform decision making
- To work closely with the Chief Executive to manage sector negotiations and/or representation work with suppliers and organisations including analysing terms and conditions, licences, SLA's and operating models.
- To represent ucisa and deputise for the Chief Executive as and when required
- **To contribute to planning, development, implementation and evaluation of all aspects of the ucisa's business plan and strategic vision**

- Develop and manage reporting systems in conjunction with the management team, ensuring staff have the tools and support needed to effectively monitor performance and outcomes.
- Compile and interpret key business metrics
- Conduct reviews, evaluations or benchmarking studies for cost-reduction opportunities or potential systems improvement
- Report on factors influencing business performance, to management and trustees, and recommend improvement activities
- Formulate strategic and long-term business plans, with particular focus on membership services, infrastructure or IT systems
  
- **To manage and monitor all external relationships relating to infrastructure and systems.**
- Develop and maintain external relationships with appropriate contacts, e.g. Managed IT service providers, software & systems providers Web service providers, Cloud service providers and suppliers
- Negotiate effectively with all relevant external bodies and suppliers
  
- **To ensure robust data management and compliance and support current activities and future growth.**
- Maintain a documented system of IT and Data including policies, regulations and procedures in line with ucisa's charitable and legal status.
- Develop and maintain ucisa's cybersecurity strategy and ongoing services
- Liaise with external Data Protection Officer to ensure annual monitoring is carried out within an appropriate timeframe and ensuring day to day compliance with Data Protection regulations
- Stay abreast of changes in relevant regulations and legislation, recommending changes and improvements necessary to ensure full compliance.
  
- **To contribute to the development of ucisa and carry out any tasks commensurate with the general level of responsibility of the post, as allocated by the Chief Executive**
- Manage all allocated budgets, ensuring that controllable costs are managed within the agreed budget set annually.
- Support the development of digital skills across the organisation
- Contribute to the general development and implementation of the business plan and ucisa's strategic vision
- Prepare information for and report to Board meetings, Leadership Council and Groups as required
- Participate in and contribute to management team, all-staff meetings, other internal meetings and external meetings where appropriate, organising these when necessary.
- Participate in and contribute to professional development and training
- Participate in ucisa's Performance & Development Review process
- Ensure appropriate management of Health & Safety in own working areas and activities
- Undertake other reasonable duties commensurate with the role as required

## PERSONAL SPECIFICATION

Essential	Desirable
<b>Knowledge</b>	
Educated to degree level or equivalent or equivalent experience	
Demonstrate a clear understanding of HE/FE sector including the culture and challenges affecting HE/FE institutions and the political and external factors that impact them.	
Knowledge of the IT service within a large, complex HE and or FE organisation.	Knowledge of GDPR and cybersecurity issues within the HE and FE sector
<b>Experience</b>	
Substantial experience of working within an ICT service or role within an SME	Experience of working with finance systems and software (e.g. Sage, SagePro50) Web development experience including knowledge of CMS, web re-design and day to day management Management of office collaboration systems, Microsoft licencing and systems Understanding of CRM solutions Management of hardware and software solutions including management of ongoing maintenance and outsourced provision.
	Experience of representation work
Substantial experience in a leadership or management role	Experience of charitable organisations and/or private companies
Line-management of administrator level roles	Trustees reports presentation experience
Substantial experience of delivering support services to users	
Substantial experience of service design and development activity	
Management of IT projects	
<b>Skills and work approach</b>	
Excellent team working and leadership skills, with the ability to lead multi-disciplinary, professional teams	
Excellent organisational skills, able to manage many priorities and own workload	
Ability to motivate self and motivate and inspire others	
Demonstrates initiative and confidence	
Demonstrates credibility and integrity	Able to confidently present reports and information to Trustees
Positive and open in communication both verbal and written	

Excellent stakeholder management and negotiation skills. Ability to explain complex technical issues in a clear, non-threatening, non-patronising manner to individuals with any level of technical skill and knowledge.	Can demonstrate the ability to manage and defuse conflict
Commitment to service quality whilst adhering to internal procedures.	Able to work additional hours at short notice on an occasional and ad-hoc basis
Analytical in approach to acquiring knowledge and information	Member of relevant professional bodies
Commitment to equality and diversity	