

## Context of the Project Manager

Our Vision is: *“Exceptional environments that enable talented and creative minds to grow”*

Falmouth Exeter Plus manages and delivers services at Falmouth, Penryn and Truro Campuses on behalf of Falmouth University and the University of Exeter. Working with the Falmouth & Exeter Students' Union (FXU) and the wider, universities partnership, we support Higher Education learning and living and ensure that the interests of all campus users are at the heart of everything we do.

In support of that vision, the IT & Digital mission is to *“Drive Innovation and Deliver Trusted Technology”*. As a Directorate we continually strive to do this through the provision of a wide range of IT and Digital Services to our customers. We support over 10,000 users with over 20,000 connected devices across Cornwall and the world.

Working as a strategic partner to our customers we provide a source of challenge and innovation bringing positive digital disruption to; learning, teaching and research in support our customers missions in Cornwall.

The Service Assurance and Transformation Section focuses on ensuring that the IT and Digital Department delivers a consistent, high-quality and appropriately controlled range of services to it's users. Caring specifically for Information Governance, Security, Service Excellence and a large Portfolio of initiatives, this section provides specialist support to Service Delivery and Business Applications & Integrations sections. Compliance, quality and continuous improvement are the cornerstones of this section with the aim of being formally recognized for meeting international standards in the directorate.

Service Assurance and Transformation does not direct manage any technology. However, it does utilise service management tools like EasyVista and also provides direction and guidance on how to improve and configure the whole of the IT & Digital environment. Those involved in delivering our portfolio of initiatives uses Microsoft Project and other supporting tools like Edison 365.

## Overall purpose of the Project Manager

This role works with our customers to ensure that projects are completed, on time and on budget, while meeting the business requirements to agreed quality expectations.

Working to concurrently, plan, co-ordinate and lead on the entire project lifecycle across multiple projects. Assigned projects will vary in size, complexity and type. The role holder will oversee and prepare detailed project documentation including specifications, plans, costs, highlight and end of project reports.

An excellent communicator, a Project Manager must build and maintain strong customer and stakeholder relationships ensuring all parties are informed and able to make and understand decisions.

A pragmatic technological thinker the role holder channels technical, process and commercial experience, through a consultative approach, to ensure overall customer satisfaction through the realisation of the desired project outcomes.

## **Main Duties**

- Leads the successful delivery of assigned IT projects across the entire project lifecycle, from business case creation, through project initiation and the ongoing management of tasks and outcomes
- Establish, co-ordinate and facilitate effective project governance setting up and managing appropriate project boards and working groups
- Accountable for the creation, maintenance and quality of all project documentation
- Monitor and report on project health & performance (cost, timing, resources, deliverables and risks) in line with delivery methodology and project management processes
- Ensure dependencies between tasks within own, or other, projects and programmes are identified and managed appropriately
- Manage project finances, including the full procurement cycle and resource costing
- Identify and manage project dependencies and risks, instigating mitigating actions to ensure successful delivery of project outcomes
- Work across IT teams to ensure engagement occurs at appropriate points throughout the lifecycle of the projects and that acceptance into service is managed effectively
- Manage third party suppliers to ensure contractual commitments are met
- Consistently apply and enhance project management processes, ensuring methodology is aligned to the needs of the customer
- Facilitate effective communications across all key stakeholder groups, providing regular reports and maintaining visibility of the project

## **General Duties**

- Contributes to delivering an IT and Digital service to fit the needs of a Higher Educational Institution with due respect to the diverse nature of the learning environment and national initiatives.
- Is vigilant with regards to digital security and leads by example by understanding the threats, identifying vulnerabilities and reporting anything which could damage the reputation and systems of the universities.
- Maintains good records, documenting actions in appropriate systems.
- Embraces the principles and concepts of the frameworks and standards adopted by IT & Digital. These include ITIL, PRINCE2, MoP and ISO20000.
- Delivers a level of customer service which meets and exceeds the expected standards. Ensures all people are dealt with efficiently and with appropriate regard to their needs.
- Undertakes reasonable duties which contribute to the success of the directorate and FX Plus as a whole.
- Agrees personal and team objectives and works to achieve them, developing both individually and collectively.
- Actively participates in required organisational processes, courses and activities, constantly maintaining the required conduct.
- Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

## Skills required for the role

IT and Digital roles at FX Plus have been mapped to the industry good practice Skills Framework for the Information Age Version 6 (SFIA). For more information see <http://www.sfia-online.org/en>.

Skill (Level)	Skill Description	How we may assess
<b>Portfolio management (Level 5)</b>	Ensures that programme/project leads and/or service owners adhere to the agreed portfolio management approach and timetable and that they provide the appropriate information to agreed targets of timelines and accuracy. Produces reports as appropriate for portfolio governance, including making recommendations for changes to the portfolio.	Application; Interview; Assessment
<b>Project management (Level 5)</b>	Takes full responsibility for the definition, approach, facilitation and satisfactory completion of medium-scale projects (typically with direct business impact and firm deadlines). Identifies, assesses and manages risks to the success of the project. Ensures that realistic project plans are maintained and ensures regular and accurate communication to stakeholders, consistent with the methods in use (agile, waterfall, etc). Ensures Quality reviews occur on schedule and according to procedure. Manages the change control procedure, and ensures that project deliverables are completed within agreed cost, timescale and resource budgets, and are signed off. Provides effective leadership to the project team, and takes appropriate action where team performance deviates from agreed tolerances.	Application; Interview; Assessment
<b>Change implementation planning and management (Level 5)</b>	Creates the business readiness plan, taking into consideration IT deployment, data migration, capability deployment (training and engagement activities) and any business activities required to integrate new digital processes or jobs into the "business as usual" environment. Determines the readiness levels of business users with regard to upcoming changes; uncovers readiness gaps and creates and implements action plans to close the gaps prior to going live. Assists the user community in the provision of transition support and change planning, and liaises with the project team. Monitors and reports progress on business readiness targets, business engagement activity, training design and deployment activities, key operational metrics and return to productivity measures. Defines the series and sequence of activities to bring stakeholders to the required level of commitment, prior to going live.	Application; Interview; Assessment
<b>Benefits management (Level 5)</b>	Identifies specific measures and mechanisms by which benefits can be measured, and plans to activate these mechanisms at the required time. Monitors benefits against what was predicted in the business case and ensures that all participants are informed and involved throughout the change programme and fully prepared to exploit the new operational business environment once it is in place. Supports senior management to ensure that all plans, work packages and deliverables are aligned to the expected benefits and leads activities required in the realisation of the benefits of each part of the change programme.	Application; Interview; Assessment
<b>Service acceptance (Level 4)</b>	Engages with project management to confirm that products developed meet the service acceptance criteria and are to the required standard. Feeds into change management processes.	Application; Interview; Assessment
<b>Change management (Level 5)</b>	Develops implementation plans for complex requests for change. Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security and compliance of the business services impacted). Seeks authority for those activities, reviews the effectiveness of change implementation, suggests improvement to	Application; Interview; Assessment

Skill (Level)	Skill Description	How we may assess
	organisational procedures governing change management. Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change.	
<b>Relationship management (Level 5)</b>	Identifies the communications needs of each stakeholder group in conjunction with business owners and subject matter experts. Translates communications / stakeholder engagement strategies into specific tasks. Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. (For example, may oversee the organisation's promotional/selling activities to one or more clients, to ensure that such activities are aligned with corporate marketing objectives). Negotiates with stakeholders at senior levels, ensuring that organisational policy and strategies are adhered to. Provides informed feedback to assess and promote understanding.	Application; Interview; Assessment

## Person Specification

Importance	Personal attribute description	How we may assess
<b>Qualifications &amp; Certifications</b>		
Essential	A Higher Educational qualification in an applicable subject or equivalent relevant experience	Application
Essential	PRINCE2® Foundation certification (or equivalent)	Application; Interview
Desirable	PRINCE2® Practitioner certification (or equivalent)	Application; Interview
Desirable	Managing Successful Programmes (MSP) Practitioner certification (or equivalent)	Application; Interview
Desirable	CQI Quality management Practitioner certification (or equivalent)	Application; Interview
Desirable	ITIL® Foundation certification	Application; Interview
<b>Knowledge, Experience and Skills</b>		
Essential	Detailed understanding of Project management methodologies.	Interview; Assessment
Essential	Significant experience of delivering full project lifecycles including financial, procurement and change management	Application
Essential	Experience of using common Project Management tools (e.g. Planview, MS Project)	Application
Essential	Experience in the identification and proactive mitigation of risks	Application
Essential	Strong written and verbal communication skills, demonstrating the ability to explain complex conceptual ideas to technical and non-technical stakeholders	Interview; Probation
Essential	Good problem-solving skills, taking a proactive, pragmatic, and positive approach to finding workable solutions and alternatives	Assessment; Probation
Essential	Strong ability to interact across teams and build ongoing relationships to ensure	Assessment;

Importance	Personal attribute description	How we may assess
	effective communications and exchange of information.	Reference; Probation
Essential	Ability to prioritise and organise work of others and ensure effective use of resources within your own area to overcome conflicting demands.	Assessment; Probation
Desirable	Understanding of the ITIL Framework principles and processes	Interview; Assessment
Desirable	Understanding of Programme management methodologies.	Interview; Assessment
Desirable	Experience of developing business cases	Application
<b>Personal Behaviours</b>		
Essential	Respectful: Thinks of others before speaking or acting. Treats all persons equitably, fairly and justly, exhibiting good manners. Modifies style to fit the audience, interpreting difficult subjects to be understood by all.	Application; Interview; Probation
Essential	Cooperative: Develops and maintains good working relationships across the organisation and beyond. Approachable, good-natured, and easy to talk to, using various methods and tools to communicate effectively. Helps others to do or believe something, regardless of their level in the organisation.	Probation
Essential	Flexible: Creatively identifies and creates better ways of working. Thrives in an environment of change, being adaptable and open to; ideas, advice and guidance. Blends creative, problem-solving, and technical skills to develop new approaches. Seeks new opportunities both personally and organisationally.	Interview; Probation
Essential	Quality-focused: Strives for continuous personal and professional development. Always considers how to improve things. Confident in challenging existing work practices and driving improvement. Takes the time to do things right being thorough and following policy, process and procedure.	Application; Interview; Probation
Essential	Honest: Open and truthful whilst respecting confidentiality. Remains composed under pressure, using clear and sound reasoning to justify actions. Provides clear, calm and useful feedback to all levels of the organisation.	Interview; Probation
Essential	Organised: Deals with workload efficiently. Confidently plans, delegates and delivers what is required, using available resources effectively. Maintains good records, complying with established systems and processes.	Application; Probation