

# The University of Manchester

## *Job Description*

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<b>Job Title:</b>	Portfolio Manager (Grade 8)
<b>Grade:</b>	8
<b>Reports to:</b>	Head of Projects
<b>Responsible for:</b>	The supervision, motivation, technical direction, development, training and mentoring of assigned staff.
<b>Office:</b>	ITS
<b>Date:</b>	September 2014

### **Overall Purpose of the Job**

Leads the definition of a portfolio of change and the portfolio roadmap within a specific functional or technology domain. Engages and influences senior managers to ensure the portfolio will deliver the agreed business objectives.

Plans, schedules, monitors and reports on activities related to the portfolio to ensure that each part of the portfolio contributes to the overall achievement of the portfolio. Identifies issues with portfolio structure, cost, risk, inter-dependencies, impact on current business activities and the strategic benefits to be realised.

Notifies projects / programmes / change initiatives of issues and recommends and monitors corrective action. Reports on portfolio status as appropriate.

### **Key Responsibilities, Accountabilities and Duties**

- Leads the development of the portfolio roadmap and ongoing portfolio management activity.
- Uses extensive business knowledge to define the steps the business must take in order to accept and implement new IT-enabled processes, and communicates these steps to senior business managers, ensuring that they are committed to the change programme.
- Plans and coordinates a portfolio of programmes and portfolio management activities to ensure the effective implementation of interrelated programmes/projects from business case initiation to final operational stage.
- Takes responsibility for the delivery of high-profile projects and programmes of work, typically with large budgets, establishing and maintaining the correct structures to control and monitor the deliverables to the business.
- Leads project planning, scheduling, controlling and reporting activities for strategic, high impact, high risk projects, ensuring that comprehensive project, quality, and risk plans are prepared and maintained.

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- Ensures that realistic estimates of costs, timescales and resource requirements are agreed and carries out the monitoring of projects against these criteria, taking corrective action as necessary.
- Manages risk and ensures that any strategic problems are identified at the earliest opportunity and that solutions are identified and implemented, in line with change control processes.
- Ensures that full account is taken of the practicalities of integrating the new technical capabilities into the business, including planning around key business cycles, selecting appropriate candidates for migration, etc.
- Assesses the readiness of business units to complete the necessary transformation, and ensures that they deliver site implementation plans, which align with the overall plan. Tracks and reports progress.
- Defines and manages the activities to ensure achievement of the benefits described in the business case.
- Outlines key business engagement messages that need to be communicated throughout the programme / project.
- Identifies and assesses mid to long-term risks inherent in proposed changes, to ensure any potential scheduling and performance issues have minimum impact on provision of other services.
- Ensures that correct Project Documentation is maintained and that Lessons Learned are communicated to the rest of the Business.
- Manages one or more large project teams, developing and maintaining manpower plans for managers and staff involved and monitoring the deployment of individuals to ensure that they are contributing effectively whilst developing skills and experience.
- Liaises with management at the highest levels within the business, managing their expectations for projects.
- Initiates and influences relationships with and between key stakeholders, in business change design, management and implementation, acting as a primary point of contact for senior stakeholders, planners, designers and operational business partners.
- Negotiates at senior level on technical and commercial issues, to ensure that customers, suppliers and other stakeholders understand and agree what will meet their needs, and that appropriate service level agreements are defined and put in place.
- Following HR policy and standards, determine individual learning and development requirements and facilitate the creation and management of a balanced development plan for each member of staff managed to reflect both short to medium-term business objectives and take into account individuals' longer-term aspirational goals.
- Ensures that the performance of staff managed is appraised and assessed in accordance with agreed standards, procedures and timetables and that the results of assessments are correctly reported back to those being appraised.

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- Post holders are required to familiarise themselves with the University's Equality and Diversity policies and to actively support these wherever possible.
- Leads a team of people assembled to complete a specific project or task. Facilitates discussion of team goals, roles, needs, and responsibilities. Leads team meetings to review progress and performance, ensuring follow-up on previous decisions. Participates in defining the ground rules for individual and team responsibilities.
- Demonstrates and leads a commitment to the IT Services Values of: One IT Team, Enabling Others and Customer First. Proactively working to ensure the appropriate behaviours are embedded and maintained in support of the identified values.
- Be aware of and work within the constraints of the University Health and Safety, Data Protection, and Confidentiality policies, bringing to the attention of management any issues arising.
- Actively work to ensure knowledge sharing amongst colleagues to avoid single point of failure.
- To undertake such other duties as may be required from time to time commensurate with the level of responsibility of the role.

## *Person Specification*

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### **Essential Knowledge, skills and experience**

#### **Qualifications and Experience**

- Previous relevant work experience and a degree/professional qualification or substantial experience in a similar role.

#### **Skills and Competencies**

- Project Risk Management: The identification, assessment and management of project risks, which could result in time or cost over-runs, or failure to deliver products which are fit for purpose.
- Project Planning and Control Techniques: Methods and techniques associated with planning and monitoring progress of projects.
- Project Management: Principles, methods, techniques and tools for the effective management of projects from initiation through to implementation.
- Contract Negotiation: Methods and techniques for negotiating contracts for the supply of IT products and services.

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- Contract Management: Methods and techniques for managing contracts to ensure that suppliers adhere to agreed contract requirements.
- Business Environment: The business environment relating to own sphere of work (own organisation and/or closely associated organisations, such as customers, suppliers, partners), in particular those aspects of the business which the specialism is to support (i.e. localised organisational awareness from a technical perspective).
- Customer Service Techniques: Techniques for ensuring that full account is taken of customers' real and stated needs in the delivery of IT services.
- Corporate, Industry and Professional Standards: Specific standards associated with the IT practitioner's current role.
- Consultancy: The principles, processes and practices associated with consultancy in the IT environment.
- Strategic Perspective: Keeping overall objectives and strategies in mind, and not being deflected by matters of detail.
- Leadership: Identifying goals and objectives, and motivating and leading others towards their achievement.

## **Desirable Knowledge and Skills**

### **Skills and Competencies**

- Service Delivery Economics: The economics of service delivery such as the cost of hardware, software, and manpower used to deliver the service.
- Initiative: Being proactive, taking action and anticipating opportunities.
- Influence, Persuasion and Personal Impact: The ability of an individual to convey a level of confidence and professionalism, positively influencing and persuading others to take a specific course of action when there is no direct line of command or control.
- Conceptual Thinking: Acquiring understanding of the underlying issues in complex problems or situations by correctly relating these to simpler or better understood concepts, models or previous experiences.