

The University of Manchester

Job Description

Job Title:	Head of Projects and Business Analysis
Reports to:	Associate Director: Research and Digital Horizons
Division:	University of Manchester Library: Research & Digital Horizons
Date:	January 2021
HERA:	

Overall Purpose of the Job:

- To be the strategic lead for business planning activity in the University of Manchester Library, ensuring that the portfolio of strategic and operational activities align with Library and University priorities
- To lead on the Library's portfolio planning and delivery process including definition, prioritisation, assurance and reporting
- To lead on the change governance support process, including scheduling, preparation and recording
- To provide strong leadership for Business Planning in the University of Manchester Library
- To manage the Business Planning Analysts and Officers in the delivery of project work across the Library and wider University and to embed project procedures as a way of working.
- To define and deliver the data analysis service for the Library to support data driven decision making for all Library services and operational planning activity to ensure alignment with the University's strategic portfolio
- To build, develop and lead on the management and delivery of the University of Manchester Library's portfolio of strategic and operational projects

Key Responsibilities:

- To lead on and manage the definition, documentation and successful completion of complex portfolio/projects, leading, directing and coaching project team members, and advising clients/users as necessary on all phases
- To manage the oversight of and influence the development of the Library's divisional operational plans, working with Library senior managers to ensure plans can be delivered with the available resource and meet the strategic objectives of the Library
- To collaborate, benchmark and build partnerships both nationally and internationally in order to ensure that the Library's projects and business analysis operations contribute to its status as one of the world's great libraries
- To develop and manage the provision of a range of business analysis, project management and business change services across the Library in support of the Library priority programmes, operational plans and projects through the day-to-day management and direction of the team, establishing appropriate service standards and monitoring performance against these
- To provide strategic leadership for the Business Analyst Team ensuring effective performance and continuous improvement against agreed targets
- To contribute proactively to the development and implementation of Library-wide operational planning and initiatives in support of University strategy and Library priorities

- To keep policies, procedures, KPIs and staffing within the team under active review recommending and implementing improvements and changes as necessary
- To promote an ethos of innovation, risk-taking, customer service and mutual support in the Business Analysts Team
- To liaise with and influence Executive and Leadership Team colleagues, in order to help develop and take responsibility for the smooth operational functioning of Library business
- To build and manage partnerships with key Library and University stakeholders in order to identify, scope and deliver business change projects and programmes in support of the University's strategy, Library vision and operational priorities
- To take an active role in the Directorate Management Team supporting the Associate Director for Research + Digital Horizons in developing a coordinated and cooperative approach to prioritising the work of the Directorate in line with strategy, considering service innovation and development issues and leading change
- To act as deputy for the Associate Director, Research and Digital Horizons as required
- To manage the alignment between the Business Planning and projects approach in the Library and the wider University
- To lead and manage the provision of training, support, audit, tracking and reporting in relation to operational plans for all library staff
- To represent the University Library at internal and external meetings and to be actively involved in appropriate professional bodies
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- To take an active approach to continuing professional development
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To wear supplied Library branded clothing during defined promotional activities and special events
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To share in the Library's culture and values and ensure the working environment reflects the Library's Ways of Working

Person Specification:

Essential knowledge, skills and experience:

- Professionally qualified and possessing a relevant degree/postgraduate qualification plus significant appropriate management and leadership experience
- or
- Extensive vocational and strategic management and leadership experience demonstrating professional development through a series of progressively more demanding and influential work roles, backed by evidence of significant development of appropriate specialist knowledge
 - Experience of developing and maintaining processes and procedures for business change, project management, business analysis and operational planning
 - Excellent time management, interpersonal and communications skills
 - Excellent liaison and networking skills
 - Strong negotiating and influencing skills

- Significant management experience including staff supervision and motivation, planning and organizing, budget management, problem solving, project leadership and matrix management
- Proven experience of leading a team in the Business Analysis, Change Management and Project management areas
- Sound knowledge of the Business Analysis, Change Management and Project management landscape and likely future trends and developments
- Experience of strategic policy development and the proven ability to manage change successfully in an academic environment
- A strong understanding of user requirements for Business Analysis, Change Management and Project management services in a research-intensive university
- Demonstrable personal and professional commitment to the University's strategic goals, themes and values