JOB DESCRIPTION

Job Title: Academic Workload Planning (AWP) Engagement Manager

Grade: SG7

Department: Strategic Planning

Responsible to: Deputy Head of Strategic Planning (Planning Services and Operations)

Responsible for: None

Key Contacts:
- AWP System Administrator
- Head of Strategic Planning (Data and Operations)
- Deputy Head of Strategic Planning (Student Numbers)
- Student Surveys and Planning Services Manager

PURPOSE OF ROLE

The AWP Engagement Manager will play a key role in the operational delivery of the University's approach to academic workload planning. Working in close collaboration with the AWP System Administrator, this role will provide hands-on support to academics in using the system and interpreting the associated framework and tariff. This will entail developing effective mechanisms for engagement, delivering regular training and tailoring support to the differing needs of line managers and direct reports. It is expected that the post-holder will play an active role in facilitating a workload allocator community of practice or forum/network.

The role holder will also work closely with colleagues in the People Directorate, Finance, Information and Library Services (encompassing IT) and Faculties in delivering ongoing operational training on the tool and ensuring effective management and governance processes are in place to support the successful implementation of the entire workload planning process. This will include supporting the integration of outputs from AWP in the processes such as the Annual Planning and Budgeting Round.

Effective stakeholder management is a key skill required for this role and the post-holder will be expected to proactively engage with a range of internal stakeholders in providing a first-class service to the University.

KEY ACCOUNTABILITIES
Role Specific:
1. Responsible for the day-to-day operations of the Academic Workload Planning function including academic staff engagement and continuous improvement.
2. Key point of contact for academics in raising and resolving issues relating to the AWP system, framework and associated processes.
3. Deliver and coordinate tailored training to staff on an ongoing basis (for example, to workload allocators, direct reports, professional services staff and new members of staff).
4. Develop appropriate targeted and all-staff communications in collaboration with colleagues in internal communications.
5. Operational owner of any workload allocator community of practice or forum/network.
6. Responsible for ensuring appropriate engagement and feedback mechanisms are in place across Faculties and Schools to support continuous improvement.
7. Provide expertise and advice to Faculties and Schools in the management, set-up and maintenance of the system and associated processes.
8. Proactively respond to strategic and operational ad-hoc requests for data and analysis from the AWP system.
9. Act as a key contact in managing the relationship with the AWP software provider.
10. Liaise with external networks and software providers to maintain knowledge of future development plans and opportunities for collaboration.
11. Write and maintain system documentation and advise on enhancements to processes which contribute to effective implementation and data quality.
12. Provide support to any relevant governance groups that provide oversight of the system and workload allocation process.
13. Produce reports as required to associated governance and decision-making bodies across the University.

Managing Self:
- Develop and exhibit excellent organisational, planning and time management skills.
- The post holder will keep abreast of developments in the HE sector that could have an impact on their work.
- Excellent communication and presentation skills.
- Able to build positive relationships with a variety of stakeholders, including senior professional service and faculty colleagues.
- Work to deadlines and project schedules.

- Work independently and as part of a team.

Core Requirements:
- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security
- Ensure compliance with Health & Safety and Data Protection Legislation
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:
The post holder will have access to a range of sensitive and key University systems, it is therefore essential that they demonstrate a high level of professional integrity and discretion.

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Strategic Planning Directorate delivers the required level of service.

KEY PERFORMANCE INDICATORS: TBC

KEY RELATIONSHIPS (Internal & External):

PERSON SPECIFICATION

EXPERIENCE:
Essential Criteria
- Operationally managing a process or function
- Developing and implementing project plans
- Developing mechanisms or processes for engaging with stakeholders and enabling feedback
- Delivery with a customer-first focus

Desirable Criteria
- Administration of academic workload allocation systems and associated management processes
- Working in higher education
- Managing projects

SKILLS:
Essential Criteria
- Providing tailored training on system administration to a range of stakeholders
- Strong skills in working collaboratively with colleagues and understanding business needs from their perspective.
- Able to explain systems, and technical aspects of the system to a non-technical audience.
- Excellent written and oral communication skills

Desirable Criteria
- Skills in relevant business improvement techniques such as Lean, Six Sigma or ADKAR.

QUALIFICATIONS:
Essential Criteria
- A degree or equivalent experience in a relevant field

Desirable Criteria
- A relevant Postgraduate/Professional qualification

PERSONAL ATTRIBUTES:
Essential Criteria
- Clear commitment to service quality excellence with high-level of attention to detail.
- Proactive and innovative with a keen focus on fully understanding challenges from the perspective of stakeholders and finding solutions.
- We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful

Desirable Criteria
- A learning mentality that embraces continuous improvement