JOB DESCRIPTION

Job Title: Deputy Head of Strategic Planning (Planning Services and Operations)

Grade: SG8

Department: Strategic Planning

Responsible to: Head of Strategic Planning (Data and Operations)

Responsible for:
- Academic Workload Planning System Administrator
- Academic Workload Planning Engagement Manager
- Student Surveys and Planning Services Manager

Key Contacts:
- Deputy Head of Strategic Planning (Student Numbers)
- Deputy Head of Strategic Planning (Performance and Business Intelligence)
- Director of the Strategy Programme Office

PURPOSE OF ROLE
The role will bring expert support and leadership to the Directorate's various operational processes and functions. A particular priority will be embedding the University's approach to Academic Workload Planning, ensuring it is fit-for-purpose and delivering according to standardised processes.

This is a varied role and it is expected that role's responsibilities and areas of focus will evolve as specific functions reach more advanced stages of maturity. The role will manage a small team with direct responsibility for specific functions (Academic Workload Planning and student surveys) and will support the wider Directorate on other processes such as the annual planning 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. The role will also be expected to co-lead and support university communities of practice (such as workload allocators forum/network) to improve engagement and the workload allocation process. Externally the role-holder will be expected to develop and maintain positive working relationships, stay up-to-speed with sector developments and act as the institutional main point of contact in liaising with any software provider used to support internal planning processes.

KEY ACCOUNTABILITIES
Role Specific:
1. Operationally lead the University's Academic Workload Planning (AWP) function, managing a small team in doing so.
2. Project manage the AWP function to agreed timescales ensuring alignment and integration with other University processes such as the Annual Planning and Budgeting Round, faculty planning timelines and the appraisal cycle.
3. Directly lead or support the range of the Directorate's operational processes including the administration of student surveys, annual planning round and internal processes such as risk management and business continuity planning.
4. Lead the delivery and/or coordinate training and communication to staff in relation to Academic Workload Planning and student survey administration.
5. Co-lead and support university communities of practice (such as workload allocators forum/network) to improve our processes and promote stakeholder engagement.
6. Act as the institutional lead contact for any external software providers used in providing solutions to planning processes (e.g. Academic Workload Planning, student surveys) ensuring the University achieves value for money from its contracts.
7. Manage any related training, licensing and system support budget.
8. Liaise with external networks and software providers to maintain a awareness of future development plans and opportunities for collaboration.
9. Write and maintain system and process documentation and advise on enhancements to processes which contribute to effective implementation and improved data quality.
10. Produce and present reports as required to associated governance and decision-making bodies across the University.
11. Represent the Directorate at various internal and external groups, committees and boards, deputising for the Head of Strategic Planning (Data and Operations) as required.

Managing Self:
- Develop and exhibit excellent organisational, planning and time management skills.
- 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:

- The role will be expected to actively embrace and role-model the University's values of being inclusive, collaborative and impactful. This extends to their role in line management where they will be expected to develop their staff, using coaching, mentoring and reflection to create a positive Directorate culture.
- 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
- Extensive experience of developing, embedding and continually improving operational processes or functions.
- Project management.
- System and process administration.
- Delivering training to non-technical audiences.
- Excellent written and oral communication skills, and demonstrable ability to convey complex information in clear ways to a range of audiences.
- Developing strategic improvement/action plans to improve processes or function and delivering them

Desirable Criteria
- Administration of academic workload allocation systems and associated management processes
- Working in higher education
- Business analytics such as report-building and providing management information

SKILLS:
Essential Criteria
- Strong analytical ability and confident in the analysis and presentation of data.
- Working collaboratively with colleagues and understanding business needs from their perspective.

Desirable Criteria
- Skills in relevant business improvement techniques such as Lean, Six Sigma or ADKAR.
- Seeing the bigger picture such as how outputs can potentially provide insight to inform decision-making.

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

Desirable Criteria
- Relevant programme or project management qualification such as PRINCE2, APMP, MSP.

PERSONAL ATTRIBUTES:
Essential Criteria

- Clear commitment to service quality excellence with high-level of attention to detail.
- Curious and inquisitive and with a firm commitment to both data quality and efficient ways of working.
- Proactive and innovative with a keen focus on fully understanding challenges from the perspective of stakeholders.
- Able to work flexibly and take pragmatic decisions, recognising and responding to evolving demands and agendas within the organisation.
- Able to prioritise and manage own workload and that of a team.
- 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