JOB DESCRIPTION

Job Title: Project Manager (Greenwich Online)

Grade: SG8

Department: Greenwich Online

Responsible to: Associate Director of Greenwich Online

Responsible for: N/A

Key Contacts:
Associate Director, Operations Manager, Administrative Officer. Staff within Professional Services Directorates, including Information and Library Services (ILS), Student and Academic Services (SAS), Academic Learning and Enhancement (ALE), Marketing and External Relations (MER).

PURPOSE OF ROLE

The University of Greenwich has an ambitious strategy to 2030 entitled This is Our Time. An important priority within the Student Success Sub-strategy is to establish an excellent online learning provision, establishing new innovative programmes along with supporting existing provision to develop further.

Effective stakeholder management is a key skill required for this role, working closely with the Associate Director and University stakeholders the post-holder will be expected to proactively engage with a range of internal directorates to successfully deliver and launch Greenwich Online.

The role would suit a candidate with a strong track record in successful project/programme management.

KEY ACCOUNTABILITIES

Role Specific:
- To provide project management and business analyst support to deliver Greenwich Online; an Innovation Project within the Student Success Sub Strategy.
- To work proactively with expertise across the University, taking on board stakeholder recommendations and soliciting input from relevant teams/individuals.
- Ensure project deliverables are formally documented, in a consistent manner, to ensure transparency and tracking of progress against plan.
- To effectively monitor and track progress of key work areas, mapping dependencies and providing updates to enable the Associate Director

and wider stakeholders to have effective oversight of delivery against plan.

- Help team members to provide realistic estimates of effort, which reflect dependencies and lead-times.
- Have, or develop, a sufficient level of subject matter expertise to be able to actively contribute to the project.
- Facilitate workshops as required, e.g. to develop solutions focused plans.
- Provide constructive input the Greenwich Online team and related stakeholders to ensure work is focussed achieving the project objectives.
- Provide dedicated, expert programme management support to the Associate Director e.g. by providing constructive criticism/suggestions in relation to industry best-practice.
- Manage dependencies within the project. Liaise with other project managers if required.
- Build and maintain a comprehensive risks and issues log.
- Be responsible for production of reports for various governance bodies including the Strategy Programme Board, Vice-Chancellor's Executive, etc.
- Actively support the increased professionalisation of the project/programme manager function at the University, developing a sense of community amongst relevant staff and mentoring colleagues across the institution where appropriate.
- Represent Greenwich Online internally and externally as appropriate.

Managing Self:
- Excellent organisational, planning and time management skills, with the ability to work independently to deadlines.
- Excellent written and aural communication and negotiation skills.
- Ability to build positive relationships with a variety of stakeholders across the organisation

Core Requirements:
- Clear commitment to the University's values of being inclusive, collaborative and impactful.
- 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 Greenwich Online delivers the required level of service.

KEY RELATIONSHIPS (Internal & External):

Associate Director, Operations Manager, Administrative Officer. Staff within Professional Services Directorates, including Information and Library Services (ILS), Student and Academic Services (SAS), Academic Learning and Enhancement (ALE), Marketing and External Relations (MER).

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria
- Experience in portfolio, and project planning and management.
- Experience in providing business analyst support.
- Experience in building and sustaining relationships across complex multi-stakeholder projects.
- Experience of effective reporting to monitor comprehensive projects.
- Experience in facilitating sessions with stakeholders and leading workshop events.
- Experience of managing project budgets.

Desirable Criteria
- Working in a Higher Education environment.
- Experience of Digital Education projects.

SKILLS:

Essential Criteria
- Strong skills in working collaboratively with colleagues and understanding business needs from their perspective.
- Excellent planning and organisation skills
- Excellent verbal, written and presentation skills.
- Excellent interpersonal skills and a customer focused approach.
- Highly computer literate.
- Clear commitment to service quality excellence with high-level of attention to detail.
- Able to work flexibly and take pragmatic decisions, recognising and responding to evolving demands and agendas within the organisation.

Desirable Criteria
- Experience of Agile working methodologies.
- Experience using Azure Devops.
- An interest in online education.

QUALIFICATIONS:

Essential Criteria
- Educated to degree level or equivalent professional experience.
- Relevant programme or project management qualification such as PRINCE2, APMP, MSP.

PERSONAL ATTRIBUTES:

Essential Criteria
- 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.
- Creative mindset to designing and implementing service improvements.