JOB DESCRIPTION

Job Title:	Cloud Applications Manager	Grade:	SG9
Contract type:	2 Year Fixed-term post		
Directorate:	Information and Library Services (ILS)	Date of Job Evaluation:	July 2020
Role reports to:	Head of Infrastructure		
Direct Reports			
Indirect Reports:	Relevant systems staff in ILS, HR and Finance		
Other Key contacts:	Executive and wider management staff across the university Staff across ILS ILS Academic Systems Team Leader Director of ILS and SMT		

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE:

This is a senior role which has been created in response to the increased deployment of the university's enterprise solutions to the Cloud, in line with the Digital Strategy. The solutions to be incorporated into the role include Oracle Cloud (HCM and Financials), Microsoft Dynamics, SharePoint and Office 365.

This role will ensure that a consistent method is used to manage and continuously enhance the University's Cloud Enterprise solutions, at the same time ensuring the University is optimising its investment in these solutions.

The initial focus of this role will be for the operational management of the Cloud Oracle HR system, expanding to the new Finance Cloud solution (implementation Summer 2021), and also considering other Enterprise solutions.

The key objectives of the role are to:

- Implement a standard operating model for the University's Cloud Enterprise solutions from release management of new software versions, to ensuring these solutions continue to support the strategic plans of the University.

- Be responsible for the overall operational management of Cloud Enterprise solutions, working with key stakeholders, internal support teams and third-party suppliers to ensure optimal service delivery.

This role sits within the Infrastructure team within ILS and will complement the existing operations functions to ensure a holistic Enterprise wide approach is taken to the management of these solutions.

It has a significant stakeholder facing role and so requires management of expectations with the business, at the same time driving the operational teams to achieve those expectations to a high standard.

KEY ACCOUNTABILITIES:

Team Specific:

- Be overall responsible for the day-to-day operation of Enterprise Cloud solutions (initially starting with Oracle HCM before assessing how it can be expanded to other Cloud solutions), working with the appropriate ILS support groups, Directorate Support groups, key stakeholders and third party suppliers to provide an effective service.

- Define and implement a best practice operating model with associated processes and procedures required to effectively manage Enterprise Cloud solutions, building upon existing processes already in place for on-premise solutions. These are initially to support the Oracle HCM solution, then rolling out to other Enterprise solutions as appropriate:
  - Management of multi environments such as dev, test, pre-prod and production.
  - Release management (most Enterprise Cloud solutions have regular releases which require impact analysis and regression testing).
  - Change management processes.
  - Problem and incident management processes.
  - Monitoring and reporting
  - Documentation and training requirements.

- Define and implement an appropriate governance model for Cloud Enterprise solutions ensuring requirements are identified and prioritised to support the strategic needs of the University. This will include understanding the cost and resourcing implications associated with any new requirements and articulating any risks/opportunities from leveraging functionality within the Cloud Enterprise solutions.

- Working with the appropriate teams/third party to ensure deployment of any agreed new features/functionality.

- Manage third party vendors, contracts, license, and SLA's.

- Ensure that the services provided are resilient and secure.

- Ensure compliance of high-quality processes in relation to all aspects of work.

- Ensure consistent communication between all departments to streamline process and ensure productivity.

- Build and establish strong relationships with the key business owners of the Cloud Enterprise solutions.

Generic:

- Contribute to planning and strategic development within both Information Systems and ILS.

- Maintain an up-to-date and authoritative knowledge of new developments in relevant technology, particularly in relation to its application within a Higher Education context.

- Take a proactive role in liaison with cloud and software suppliers and ensure effective working relationships are created and maintained.

- From time to time, participate in specific projects not directly related to the main functions of the post.

- Liaise closely with all staff to share and develop best practice and contribute to staff training and development activities.

- To carry out other duties as may from time to time be reasonably required.

- Work closely and collaboratively as required with the IT Security Manager.

Managing Self:

- Following the approved methodology, ensure the successful management of key projects that may include high profile University wide initiatives or involve national or international partners. This includes the management of project budgets as required.

- Manage a delegated budget.

- Be proactive in establishing and maintaining a close working relationship with appropriate end user management.

- Take a lead role within ILS to exploit relationships and synergy across the office and wider University, particularly in relation to key functional areas outside of ILS.

- Ensure that the Head of Service is kept fully informed of developments by means of regular written progress reports, regular meetings and, where appropriate, by informal means.

- Make recommendations to senior management on staff development requirements relating to members of the team and, when necessary, arrange and/or deliver training as required.

- Take a lead role in the development of departmental policies, procedures and standards and ensure they are adhered to.

- Act as a point of authority for the area of responsibility.

- Both formally and informally to be proactive in promoting the image of ILS within the

University, the wider higher education community and the national and international user communities associated with technical and functional use of our corporate systems.

- Provide leadership and support to the IT Team supporting personal development, agreeing objectives, and maintaining responsibility for overall performance.

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.

Additional Requirements:

Undertake any other duties as requested by the Director of Information and Library Services and the Head of Infrastructure, 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 Information and Library Services delivers the required level of service.

KEY RELATIONSHIPS (Internal & External):

- University Senior Management and key University Groups and Committees as required
- University staff within Faculties and Directorates
- Software and managed service suppliers
- University, Partner, Network and Collaborative Centre staff and student
- Colleagues across the sector in related fields
- Relevant sector networks such as JISC, HEA, HEFCE and Janet

PERSON SPECIFICATION	
Essential	**Desirable**
Experience	**Experience**
• Experience of managing large, cross-functional IT teams, influencing senior-level management and key stakeholders effectively across the organisation and within complex contexts	• Experience of supporting applications running in the Oracle and Microsoft Cloud
• Experience with ERP project delivery and ownership	
• Experience communicating with all employees up to Director level	
• Experience and functional knowledge of HR/Payroll and Finance systems, procedures, and processes	
• Experience managing internal IT operational departments and support teams	
• Excellent Organisational and Leadership abilities	
• Experience arranging technical training and developing service improvement plans.	
Skills	**Skills**
• Highly capable in delivering responsive, high quality and customer focused IT services	• N/A
• Experience of building/maintaining effective working relationships with managed service providers	
• Ability to build a strong partnership with the business and demonstrate the business value of IT	
• Effective influencing and negotiation skills in an environment in which resources	

may not be in direct control of this role

- Practical experience implementing Cloud based solutions in the enterprise

- Strong vendor management and partner relation skills to identify and leverage resources internal and external to the enterprise to enhance capabilities that support business objectives

- Excellent verbal and written communication skills, including the ability to explain technical concepts to senior management, and business concepts to technical teams

Qualifications

- N/A

Personal attributes

- We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity

- Good written and verbal communication skills

- Ability to work under pressure and within tight deadlines

- Ability to work collaboratively with colleagues across the business

- Able to deliver work of a consistent and high quality

- Hands on and willing to be involved day to day to ensure business operates smoothly

Qualifications

- IT Service Management qualification (ITIL Foundation or equivalent)

- Project Management / Prince 2 certification

Personal attributes

- N/A