Post Details	Last Updated: 19/12/2021		
Faculty/Administrative/Service Department	Research & Innovation Services		
Job Title	Programme Manager – Researcher Support		
Job Family	Professional Services	**Job Level**	6
Responsible to	Director, Research & Innovation Services		
Responsible for (Staff)	n/a		

Job Purpose Statement

This is a senior role within the University that will work closely with senior stakeholders in the delivery of University-wide transformation. The Programme Manager is responsible for the overall, end-to-end delivery of one or more transformation programmes in the Research and Innovation portfolio. They will lead and shape the approach of the programme portfolio to achieve the desired outcomes, through to delivery of service to the end user.

The post holder will coordinate projects and resources with the programme, work with and manage stakeholder interaction and coordinate programme communications. They will ensure that reporting mechanisms are in place to report against progress, slippages and delivery. In addition the post holder will lead on management of finances / budgets for the programme.

This role has accountability for the development and implementation of programmes in the Research and Innovation portfolio, initially our Researcher Support transformation programme, though this is expected to evolve over time.

Key Responsibilities

1. Leads the development of the overall approach for the programme, its major time frames and the definition of its major deliverables to address and meet the desired goals and outcomes.
2. Partners with the Senior Responsible Owner to communicate programme goals, objectives and potential outcomes.
3. Leads regular interactions with the Executive Sponsor to inform, alert, negotiate and maintain a continuing good relationship and shared vision for the programme outcome.
4. Establishes and ensures appropriate governance functions for the programme in accordance with enterprise policies, practices and on behalf of the Executive Sponsor or Senior Responsible Owner.
5. Leads on budget management and reporting for the programme portfolio, ensuring that decision on expenditure are appropriately scrutinised and are within approved budget.
6. Leads the development and maintenance of stakeholder mapping, communications and reporting and acts as an advisor, and builds and maintains relationships across the wider stakeholder community.
7. Establishes and ensures appropriate governance functions for the programme in accordance with policies, practices and on behalf of the Executive Sponsor or Senior Responsible Owner.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

Planning and Organising

- Planning and organising are key dimensions of this role. The post holder will take a strategic view of the programme portfolio, overall resource requirements and interdependencies, ensuring that long term resource requirements are planned and managed to keep programme delivery on-track and to meet stakeholder requirements.
- Whilst the post holder is not directly responsible for a team, they have overall responsibility for ensuring effective and appropriate use of expertise and resources to deliver the portfolio and will work closely with the PMO and

colleagues / teams within the University to ensure the right resources are in place at the right time to deliver the right outcomes.

- The post holder is required to plan and organise programmes into a number of separate work streams and either directly deliver these or delegate responsibility for their delivery to a PM or a designated technical expert whilst maintaining accountability for the delivery of the overall piece.
- The post holder is expected to communicate with senior stakeholders to understand emerging requirements, advise them through the programme, manage needs and expectations and provide progress updates on the portfolio. Strong and tailored communications skills are key to the role.

Problem Solving and Decision Making

- The post holder has considerable scope for problem solving in individual and multi-faceted cases and in establishing robust and effective governance and decision making procedures. Although they act with independence, applying their own judgement and taking a proactive approach to managing issues presented to them, decisions and outcomes should dovetail with overall strategy and requirements of key stakeholders.
- Whilst actions to be taken may be guided by external factors, they will apply a high level of knowledge, experience and judgement as well as analytical and interpretive skills to devise appropriate and timely solutions. They are expected to take into consideration both technical best practice and business factors when devising a plan of action, recognising the further implications of those decisions.
- The post holder is expected to anticipate, mitigate and manage emerging issues across the programme and act an escalation point for all issues which may delay or significantly change any aspect of the portfolio. They will be integral to making decisions to anticipate, mitigate or resolve problems, to ensure continuing and effective delivery of activities.
- The post holder is expected to refer to their own experience and expertise to provide either guidance or a resolution for Programmes or Projects which have exceeded their set tolerances for time, cost and/or quality. They will think laterally about the provision of innovative solutions.

Continuous Improvement

- The post holder is responsible for the continuous improvement in the management of the programme portfolio.
- The post holder will keep abreast of best practice and use a network of contacts to continue to develop their own skills and knowledge.
- The post holder acts as an escalation point of contact for Executive Board-level Sponsors and all stakeholders involved in the portfolio management and project delivery processes and must therefore be able to put into practice high level communication and influencing skills.
- The post holder is expected to continuously assess the technology market and emerging tech and consider the implications for technology change and improvement in the University and how this can apply to the existing programme portfolio.

Accountability

- Through the course of their work, the post holder may have access to systems containing data of a sensitive or confidential nature and must treat it in accordance with relevant policy and legislative requirements.

Dimensions of the role

- The post holder is accountable for the budgets for specific Programmes, Projects and major work streams in Programmes which will typically each have budgets of £0.5-3M (Capex and Opex).

Person Specification

Qualifications and Professional Memberships	
Professionally qualified with a relevant degree/postgraduate qualification, plus significant relevant managerial experience and leadership experience, or substantial experience and proven success in a strategically important specialist area. Or: Extensive vocational and strategic management and leadership experience demonstrating professional development through involvement in a series of progressively more demanding and influential work/roles, backed by evidence of significant development	E
Qualification in a project, programme, change or Service Management methodology	D

| Technical Competencies (Experience and Knowledge)	Essential/ Desirable	Level 1-3
Broad relevant project and programme management experience and use of formal project methodologies	E	3

Strong experience of organisational change, process improvement and transformation and culture implementation	E	3
Strong experience of research systems and process improvement in researcher support. Familiarity with Worktribe a strong preference.	E	3
Experience working in the Higher Education sector in a research or research support-related area. Knowledge of the research and innovation lifecycle practices and processes	D	3
Knowledge of IT systems, particularly implementing productivity capabilities, including workflow, automation, ticketing and self-service capabilities	D	2

Core Competencies	Level 1-3
Communication	3
Leading & Supervising	2
Adaptability / Flexibility	3
Customer/Client service and support	3
Planning and Organising	3
Continuous Improvement	3
Problem Solving and Decision Making Skills	3
Managing and Developing Performance	3
Creative and Analytical Thinking	3
Influencing, Persuasion and Negotiation Skills	3
Strategic Thinking & Leadership	3

Organisational/Departmental Information & Key Relationships

Background Information

The establishment and delivery of a Researcher Support transformation programme is part of the University's refreshed strategy. The key objectives, which in turn form the programme workstreams, are to ensure our research and innovation support across the University:

- Places the researcher experience at the centre of the research and innovation lifecycle – is researcher-centric;
- Is delivered through an optimal organisation design; which
- Operates within a 'can-do' ethos via processes that are effective, efficient, proportional to opportunity and risk and scalable as needed; and
- Utilises a technology and systems infrastructure that provides transparent, reconfigurable, single-source-of-truth solutions to support research and innovation activities such as bidding, compliance, governance, monitoring funding

Whilst reporting into the Research & Innovation Services (RIS) Directorate, which is part of the Pro-Vice-Chancellor, Research & Innovation (PVCRI) portfolio, the role engages with all R&I-related leadership across the University.

Department Structure Chart
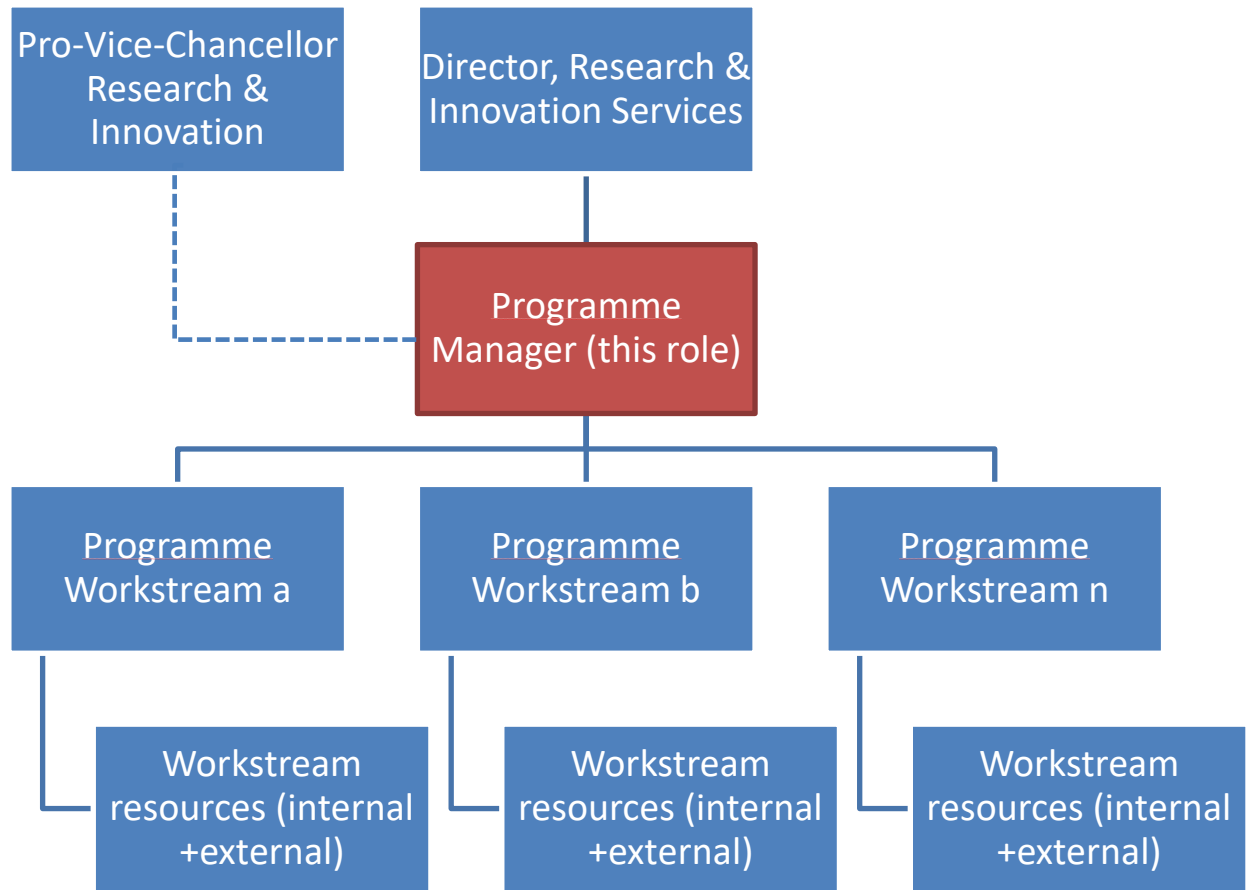
Relationships

Internal

- Senior Responsible Owner (Director, Research & Innovation Services)
- Executive Sponsor (Pro-Vice-Chancellor, Research & Innovation)
- C-Suite executives (VC, COO, CIDO, etc.)
- Business unit executives
- Other functional group executives
- Project and PMO staff

External

- External suppliers and third-party consultants
- Project Management peers elsewhere especially those in other Universities (most probably via the Universities and Colleges Information Services Association, or the Association of Research Managers and Administrators) to share best practice.