Post Details	Last Updated: 15/04/2024
Faculty/Administrative/Service Department	COO
Job Title	Project Partner

Job Family	Professional Services	**Job Level**	5

Responsible to	Head of Programme and Project Delivery
Responsible for (Staff)	N/A

Job Purpose Statement

Based in a small newly established central University Programmes and Projects Office, Projects Partners are responsible for leading on the overall management of a diverse range of strategic and operational projects and programmes from initiation to delivery. This role will work largely, but not exclusively, with specific designated business units within the University. The Projects Partner will align projects with the University's strategic goals, optimise resource utilization, and foster continuous improvement, helping to ensure that all programmes and projects align with the University's objectives and are delivered on time, within budget, and to the highest quality standards. The postholder will act as a business partner to their designated business areas, facilitating smooth and efficient project planning and execution, and fostering an environment of continuous improvement and innovation. They will work closely with both internal clients and other internal delivery teams.

Key Responsibilities
This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities

1. Manage the delivery of strategic and operational projects and programmes from initiation to closing
2. Conduct or commission needs assessments, feasibility studies, and risk management for all project proposals
3. Working closely with the Head of Programme and Project Delivery, manage and optimise the allocation of resources to a programme/project
4. Assess and manage the capacity for change within the business area, ensuring that the portfolio of projects and programmes is deliverable within the relevant capacity and capability
5. Establish and maintain strong relationships with all project and programme stakeholders, including both academic and non-academic staff, to ensure clear communication and effective collaboration. The role will be the primary point of contact for any assigned project-related inquiries and updates.
6. Prepare reports and presentations as required on individual project status, outcomes and lessons learned for senior management and other stakeholders. The post holder will be required to ensure the accurate record and documentation management across all their project activities.
7. Lead and motivate project teams, guiding the team members through the progression of each project
8. Evaluate the outcomes of project initiatives to assess their effectiveness and help identify areas for improvement the project and programme management process.

N.B. The above list is not exhaustive.

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

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

The post holder will be responsible for the management of programmes and projects that will affect several departments across the University and may facilitate major service or operational change. The post-holder will be expected to use their experience to run each project or programme in their preferred style, while ensuring that they remain consistent with established procedures and templates. The role will be required to manage several projects at any given time as well as supporting initiation work and effective time management of self and others is therefore critical.

Problem Solving and Decision Making

Although clear procedures and some precedents are in place, the variety of projects arising within the University means that there will not always be established answers to every problem, so the post holder will be expected to develop solutions using their experience and creativity. The most complex or sensitive problems may require further advice from the Head of Programme and Project Delivery or the Director of the PPO. In such cases, the post holder will be expected to put forward potential solutions and/or implement them.

Continuous Improvement

As this is a relatively new Department, procedures, templates and approaches are still under review, and all team members are encouraged to advocate for improvement.

Accountability

The post holder will have a degree of independence in how they deliver their projects, provided the activities are consistent with the approved plan for each project or programme and deliver the agreed objectives. The post holder is expected to take appropriate responsibility for the delivery of work to deadlines and agreed standards.
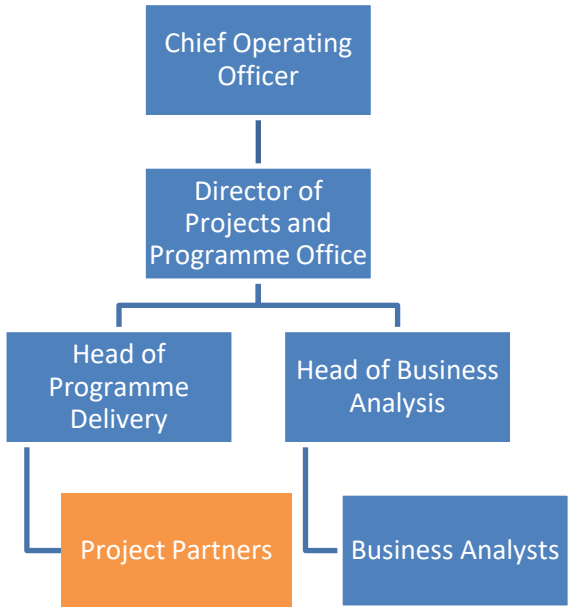
Dimensions of the role

The post holder will be required to manage and monitor all aspects of project resourcing for the projects assigned to them. They will also be expected to mentor less-experienced colleagues, including those based in client areas working on the same projects.

Supplementary Information

Success in this role is heavily dependent on building successful and strong relationships across the entire University.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships	
Professionally qualified with a degree/postgraduate qualification, plus significant experience in similar or related roles Or: Substantial vocational and relevant management experience demonstrating ability in an appropriate professional or specialist area, and success in similar roles, supported by evidence of significant appropriate skills	E
Project/ Program Management Qualification (APM, PRINCE2 or similar) or a willingness to work towards achieving this	E

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	**Essential/ Desirable**	**Level 1-3**
Significant experience in project management within complex working environments, and knowledge of the principles of project management	E	3
Experience of working with and influencing senior management	E	3
Experience of developing innovative solutions and contributing to planning and reporting	E	2
Experience of motivating and leading a team	E	2
Strong interpersonal skills including the ability to motivate, negotiate, influence and build strong relationships	E	3

Experience of working in Higher Education	D	n/a

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.	**Level 1-3**

Communication	3
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	2
Creative and Analytical Thinking	3
Influencing, Persuasion and Negotiation Skills	3
Strategic Thinking & Leadership	2

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

This is an important time for the University, with the 2041 Vision moving into delivery. The Programmes and Projects Office at the University of Surrey was established in September 2024 to take responsibility for the management of strategic and operational programmes and projects, ensuring consistency, quality, and alignment with the university's mission and goals.

Department Structure Chart

Relationships
Internal
- IT, Estates, HR, Finance and Legal colleagues and others in key delivery areas
- Project stakeholders across the University

External
- External suppliers and contractors as appropriate