UNIVERSITY OF SURREY

Post Details	Last Updated: 24/01/2020	
Faculty/Administrative/Service Department	Research and Innovation Services (RIS)	
Job Title	Worktribe Programme Manager (18-24 month contract)	
Job Family	Professional Services	**Job Level** 6
Responsible to	Director, Research & Innovation Services	
Responsible for	Matrix oversight of CRIS implementation team, comprised from professional services functions which support the University research and innovation community	

Job Purpose Statement

To provide overall programme management and delivery of a critical project to support the research and innovation endeavour at the University: the implementation of a Current Research Information System (CRIS).

The postholder will be responsible for developing and managing the integrated programme plan, comprising of several sub-projects/ workstreams, led by professional service managers representing business change, IT, stakeholder management, supplier management and communications/engagement.

The postholder will be responsible for leading these multiple project teams to successfully deliver the requirements of the overall programme, ensuring the established benefits are achieved and associated risks are mitigated.

Key Responsibilities

1. To pro-actively manage the programme and associated projects/ workstreams required to deliver the successful implementation of the Research Information Systems Programme, ensuring comprehensive project documentation is produced, maintained and shared with relevant stakeholders.
2. To plan the programme effectively ensuring appropriate resources, timescales, governance, reporting structures and deliverables are identified across all identified projects within the programme.
3. To support programme assurance through the management of programme reporting, including production of progress reports and key milestone reports to relevant managers and Steering Group / committees. To keep the Director of RIS, and the Programme Sponsor, the Vice-Provost, Research & Innovation, appraised of programme progress, and to identify problems and propose solutions to anything that risks programme delivery.
4. Working with the Director of RIS, ensure all projects and programme activities deliver to the required deadlines, pro-actively identifying risks early and managing the mitigation against them wherever possible. The post holder will draw on their skills and experience to judge when and how escalation of risks is required.
5. The post holder will be responsible for developing and delivering a system to manage change control for the programme.
6. To lead the programme and ensure the appropriate stakeholders are engaged with the projects and programme activities as required.
7. To work with the Research Information Systems Manager on communications internally, ensuring there is awareness of the CRIS Programme, its aims and benefits, and getting involvement at the right time for reviewing processes, user acceptance training, system training and launch.

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

Planning and Organising

- The post holder will pro-actively plan and have oversight of the designated projects/ workstreams associated with the CRIS programme. They will apply robust and logical project and programme management skills to ensure the projects are planned and then delivered against agreed milestones.
- They will utilise their project management experience to support the project team in fully scoping and then progressing the projects/ workstreams, particularly drawing on their knowledge of decision making and planning processes.
- They will have freedom to take a pro-active approach to achieve the desired results provided that their actions are consistent with the agreed mandates and existing processes and procedures.
- There is considerable scope for the post holder to apply judgement and initiative when managing their workload. The post holder must operate flexibly and react positively to changing circumstances and requirements.

Problem Solving and Decision Making

- The post holder is expected to operate with a high degree of strategic autonomy, with minimum referral to the Director of RIS and in extremis to the Vice-Provost, Research & Innovation Services.
- When faced with situations with intangible or unstructured aspects, the post holder will need to define the key issues before recommending and implementing a solution. To determine the best course of action, the post holder will need to apply analytical, interpretive and constructive thinking and a high degree of evaluative judgement.
- Significant elements of this role will require the post holder to use their influencing and negotiation skills in their dealings with colleagues and external contacts. This will involve persuading individuals over whom they have no direct authority to complete tasks to agreed deadlines and within project schedules.
- Throughout, the post holder will need to use their judgement to maintain a steady, balanced approach aimed at achieving a solution and ensuring the programme delivers against targets.
- Where issues/problems are of significantly complex nature or fall outside of the remit of the role, guidance may be sought from the Director of RIS. Many of the judgements taken will have a direct impact on the successful delivery of the Research Information Systems Programme.

Continuous Improvement

- The post holder is expected to provide a leadership role in the delivery of the CRIS programme, challenging the project team to embed identified improvements, working with the Research Information Systems Manager and business area experts to ensure changes have a positive impact on the research support service delivery.
- The post holder will be required to present succinct and accurate updates and reports to the CRIS Steering Group. They will need to determine the level of detail required in these updates to ensure

that recipients of the reports are confident that sufficient progress has been achieved and relevant risks and/or issues highlighted.

Accountability

- The post holder will report in to the Director of RIS. Although substantial freedom is held, it is expected that the post holder liaises with their manager on any major changes from agreed plans.
- The post holder will operate within an agreed framework of clear objectives, budgets, processes and governance.
- The post holder will build relationships across the organisation to develop the 'end-to-end research lifecycle journey' so will possess excellent interpersonal skills and the ability to build relationships with diverse stakeholders. They will be responsible for all CRIS implementation including build and text of email communications and will work closely with other professional service areas to ensure CRIS requirements are met.
- The CRIS Programme Manager will work within established University and departmental processes and procedures to ensure that high standards are maintained.

Dimensions of the role

- The post holder will be expected to work closely with the Research Information Systems Manager to ensure work is co-ordinated and delivered efficiently across the project.
- The role requires extensive stakeholder management, both project-specific and operational, ensuring stakeholders have been identified and involved in the definition, design, change management programme and user testing.
- The role also requires the ability to build effective working relationships with external suppliers, i.e. the appointed CRIS Partner, Worktribe, who will be working with the University to design and deliver the CRIS system to meet the University's needs.

Supplementary Information

The University's Research and Innovation portfolio is led by the Vice-Provost, Research and Innovation (VPRI). The portfolio is divided into five strands – (i) Research & Innovation Services, (ii) Research Strategy Directorate, (iii) Innovation Strategy Directorate, (iv) the Doctoral College, and (v) Surrey Research Park – with each strand having its own Director. This post sits within the directorate of Research & Information Services (RIS).

In line with the University's Corporate Strategy and huge ambitions, the VPRI portfolio is key to ensuring the University is well positioned and able to deliver on its core objectives, specifically through the implementation of the Research & Innovation Strategy.

Person Specification		
Qualifications and Professional Memberships		
Professionally qualified with a relevant degree/postgraduate qualification, plus broad demonstrable management experience in a systems or information-related field, or similar/ related roles Or: Substantial vocational and relevant management experience, demonstrating management ability in an appropriate professional or specialist area, and success in similar or related roles, supported by evidence of significant appropriate specialist knowledge.	E	
Educated to degree level	E	

Technical Competencies (Experience and Knowledge)	Essential / Desirable	Level 1-3
Strong relationship management and communication skills, both written and verbal, developed from experience gained in a first or second line support role, meeting the needs of a diverse customer base	E	3
Excellent IT skills and strong capability with practical experience of developing, configuring, supporting and maintaining an IT systems solution	E	3
Well-developed knowledge and understanding of the full systems project lifecycle, including the roles, responsibilities and route to delivery of a successful implementation project	E	3
Experience of using complex information systems to provide analysis and reports for informed and non-expert audiences	E	2
Experience of successful change management programmes involving a variety of stakeholders	E	3
Experience of implementing a Research Information system and knowledge of the work practices, processes and procedures involved in project management of this scale.	E	3
Knowledge of Higher Education research information requirements	D	n/a

Special Requirements:	Essential/ Desirable
Ability to work outside of regular office hours as required	E

Core Competencies	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	1
Creative and Analytical Thinking	2
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

Research & Innovation Services: Research & Innovation Services (RIS) comprises of c45 staff, and is made up of functional teams representing: Research Integrity & Governance; Research & Innovation Systems and Support, Research Project and Programme Management, Research Pre-Award and Research Legal Contracts. RIS provides a key central role in providing a 'one-stop-shop' of research support services both to the academic community, Innovation and Research Strategy Directorates and to the Vice-Provost, Research & Innovation.

RIS are responsible for providing services to develop and manage the University's research and consultancy activity, ensuring compliance with legislation, external regulation as well as all research policies and good research governance and to provide programme and project management support to the Vice-Provost. RIS activities are closely aligned to the University's Research and Innovation strategy.

Current Research Information System (CRIS) implementation

This is a critical project to implement a Research Information Management System.

As a key deliverable of the University's Research Strategy, the University has initiated a project to identify, procure and implement a research information system solution to effectively support the research lifecycle processes. The solution is required to enhance the visibility and effective management of research activities. It is expected that this project will achieve the following:

- Collation of information on research activity, impact and outputs into one place

- Increased understanding and management information of the research activities and collaborations, to increase the quality of bid proposals and aid success rates

- Optimised REF submissions with time spent on quality assurance rather than data validation checks

- Reduction of duplication of data entry and individual systems academic staff are required to use

- Improved management information reporting of research activities

- Reduction of manual and labour intensive processes and an increase of joined up and efficient processes

A research information solution describes a system which integrates management information about research activities conducted at an institution. These activities include inputs from various entities including researchers, research outputs, organisations, grants, REF etc. A research information system aims to collate and coordinate data across the university, reducing the burden on all involved in collecting and managing data about the research process. This provides greater visibility into institutional research activity with enhanced internal reporting and analytics, support for compliance and assessment, and improved reputation management through more organised disclosure of research expertise and outputs. Research bids become easier to prepare.

In July 2019, the University procured the 'Worktribe' solution as its preferred CRIS, and an implementation project was set up in late September 2019. The first phase of the project is expected to Go Live with the first areas of functionality 2020, and continue into late 2021.

Department Structure Chart
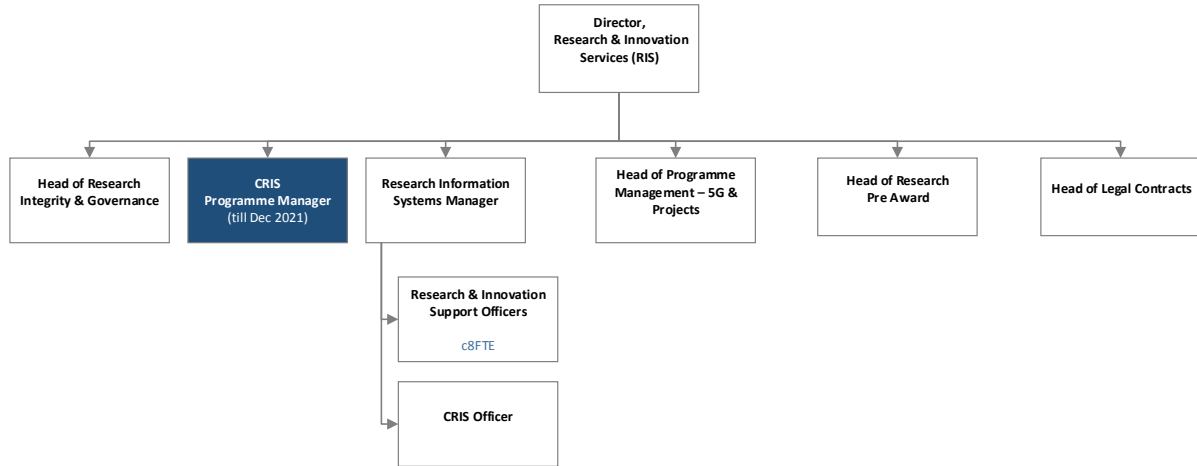
Programme structure chart
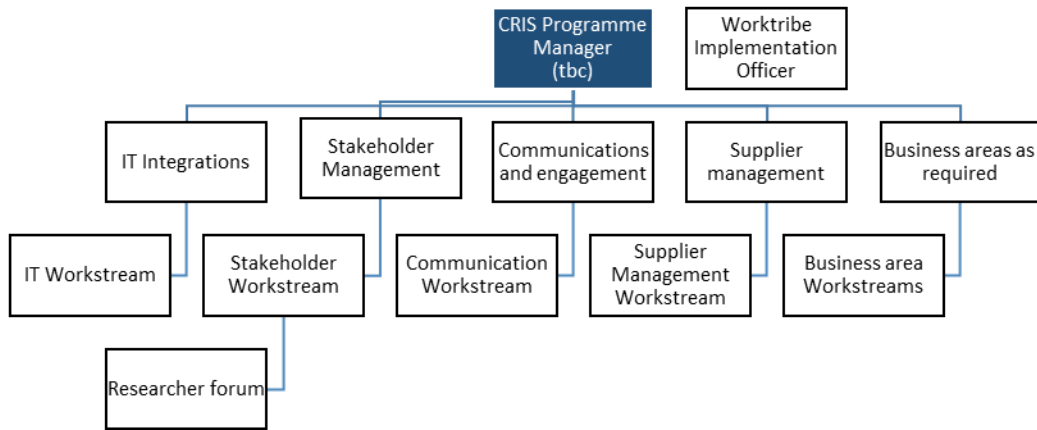
Relationships

Internal

- CRIS Project Team & associated governance groups
- Stakeholders from professional services and academic colleagues who sit on relevant project groups, committees and boards
- IT Services, Research Finance, Library & Learning Services, HR, and other corporate services/ information asset owners with whom the CRIS will need to integrate.

External

- Implementation partners of selected CRIS solution (Worktribe)