

JOB DESCRIPTION

Digital Services Programme Manager (Fixed Term, 3 years)

Vacancy Ref: A2100

Job Title:	Digital Services Programme Manager	Present Grade:	9
Department/College:	ISS		
Directly responsible to:	Director of ISS		
Supervisory responsibility for:	Matrix management of various Project roles		
Other contacts			
Internal:			
Includes: CAO, Professional Services Directors and managers, Senior Faculty Administrators, ISS Staff, Professional Services staff, Academic staff, ISS Project Management Office			
External:			
Includes: Departmental guests, visitors, suppliers, representatives of professional Societies and Associations.			
The Role:			
The Digital Services Programme Manager will be responsible for the programme management of the Digital Services initiative that will facilitate the delivery of the Digital Services goal within Digital Lancaster. The role holder will work across Professional Services Divisions and with Faculty Managers to facilitate the delivery of highly efficient and effective digital ways of working.			
Major Duties:			
1. To Programme Manage objectives related to the Digital Services goal in Digital Lancaster;			
2. To promote, develop and support initiatives aligned with the Digital Principles of Digital Lancaster, namely: Co-production, Agility, Open, Usable and Safe;			
3. To oversee the development of a detailed set of Digital Services measures against which service plans in the Professional Services will be developed and evaluated;			
4. To undertake and support business process reviews;			
5. To work with Directors of Professional Services Divisions and Senior Faculty Administrators to agree specific plans for each area, supporting the development of business cases when required;			

6. To develop and track progress of an overarching plan for the digital transformation of Professional Services activities;
7. Ensure that all activities have robust, achievable delivery plans built around effective project and resource management;
8. To manage the inter-dependencies between projects and the links to the operational plans in ISS;
9. To oversee the development and implementation of communications plans for Digital Services;
10. To support the Digital Services Programme Board, chaired by the Chief Administrative Officer;
11. To develop and monitor key measures of success for the programme;
12. Ensure compliance with University policies including information security, data protection, digital eligibility;
13. Plan and organise resources, including matrix management of a team and allocated budget.