

IS Business Change Consultant



ROLE DESCRIPTION

GRADE

Grade 6

LOCATION

Sighthill, Craiglockhart,
Merchiston, Edinburgh

LINE MANAGER

Head of IS Project Services

ROLE SUMMARY

The IS Business Change Consultant will be responsible for delivering high quality, resilient, responsive and secure customer-focused solutions that support the delivery of improved services to staff and students across the University. They will support a customer-centric approach to service design, ensuring that all user needs are considered and that solutions underpin the University's objectives of sustainability and inclusion.

They will be responsible for delivering a portfolio of projects concurrently, ensuring that activity is delivered on schedule, to agreed scope and quality standards and within budget. They will work closely with stakeholders across the organisation, fostering a partnership approach to the planning and delivery of change to ensure that projects are focused on realising expected business outcomes.

They will support the Head of IS Projects Services in the management of the overall portfolio and pipeline and provide peer support to others in the team. They will contribute to improvements to the repeatable project delivery methodology and working practices to ensure the continuous improvement of services.

LINE MANAGEMENT RESPONSIBILITY FOR:

This role does not have any line management responsibilities currently.



MAIN DUTIES AND RESPONSIBILITIES

- Lead the delivery of a portfolio of high profile projects as agreed, on time, within budget and to the agreed specification and quality. Ensure the timely and accurate completion of all project deliverables throughout the life of the project.
- Prepare business cases that define benefits, and solution options for achieving these benefits, through development of new or changed processes, IT systems and culture, working with key stakeholders to clarify and articulate these business benefits and business cases associated with any significant change.
- Plan and facilitate planning meetings & workshops.
- Prepare and maintain all appropriate project documentation e.g. Project Brief, Project Initiation Document, Project Plans, Communications etc., and present to the Project Board, making recommendations, providing monthly costs and progress summaries, as appropriate.
- Manage the day-to-day activities of the project team, checking progress and motivating them to achieve their objectives, working with line managers and senior managers to resolve competing demands for staff resource.
- For the acquisition of new systems or for developments to existing systems, manage the procurement process working closely with the Procurement and Finance Teams.
- Build and maintain strong relationships with key project stakeholders to grow relationships vital to the success of the project. Develop and execute a stakeholder communication plan. Projects will involve cross-University changes to ways of working.
- Build close working relationships with suppliers during the life of the project, monitor the supplier's delivery against the agreed criteria and work to resolve issues with late delivery or quality.
- Responsible for the definition, planning and tracking of risks, issues and benefits associated with the project. Produce and agree a benefits realisation plan detailing clear ownership of the benefits realisation and metrics.
- Responsible for the transition of the project outputs into business-as-usual, and ensures all acceptance criteria have been signed off before the recommendation to go live is made. Undertaking project closure and lessons learnt reviews.
- Support the overall Projects Office, including leading formal document reviews, acting as a peer reviewer and contributing to the management of the wider portfolio of projects within Information Services.
- Promote collaborative working within the team and across Information Services to deliver projects and to develop and improve operational processes and procedures.
- Assist in ongoing development of the repeatable project management methodology and practices, templates and reporting.
- Participate in external networks for the purpose of disseminating best practice, form relationships for future collaborations and the professional development of Information Services.
- In conjunction with the Head of IS Project Services, manage own development to ensure that their skills remain current and to develop such skills as are required to remain effective in this role, keeping abreast of new technology and practices.



- Support the aims, philosophies and key objectives of Information Services, and to fully uphold the University code of conduct in terms of values and behaviours.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.
- Undertake other such duties, at any location, as requested by the Programme & Project Delivery Manager or their nominee.

PERSON SPECIFICATION

ESSENTIAL

DESIRABLE

EDUCATION / QUALIFICATIONS

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| • A degree and/or demonstrable equivalent experience. | ✓ |
| • Evidence of continual professional development. | ✓ |
| • Knowledge of PRINCE2 Practitioner or, APM Practitioner Certificate, ITIL Practitioner, 3PO, MoR, Lean, Six Sigma (Black) or any recognised repeatable project management methodology | ✓ |

SKILLS / EXPERIENCE

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| • Significant experience of dealing with a complex range of user needs and delivering appropriate projects to meet those needs. This requires a strong customer focus, demonstrating good listening techniques to gain a thorough understanding of customer needs, interpreting requirements accurately, to develop technical solutions and deliver a prompt and efficient service. | ✓ |
| • Demonstrate proven track record of delivering of business change and large scale technology based projects/programmes working across organisational boundaries, ideally in a Higher Education environment, to time, budget and quality targets. | ✓ |
| • Championing and driving projects, delivering user-focused change projects with substantial IT and culture change elements. | ✓ |
| • Prioritising workloads across multiple projects and ability to organise time and resources effectively, including creating detailed work schedules and prioritising the activities needed to drive the project forward. | ✓ |
| • Knowledge of project management disciplines, approaches, standards and processes in a complex environment with multiple delivery partners, good project planning, management and decision analysis skills. Knowledge of best practice in project management and customer service. | ✓ |
| • Experience of developing commercial and contractual agreements with 3rd party systems integrators and consulting organisations. | ✓ |



| | ESSENTIAL | DESIRABLE |
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| <ul style="list-style-type: none"> Proven track-record of stakeholder management at senior level, including the ability to manage difficult conversations during challenging periods of change. | ✓ | |
| <ul style="list-style-type: none"> Experience of developing quality procedures and processes. | | ✓ |
| <ul style="list-style-type: none"> An ability to motivate staff and to work effectively in a team environment with colleagues from differing professional backgrounds. | ✓ | |
| <ul style="list-style-type: none"> Experience of financial budgets, procuring equipment and IT services. | ✓ | |
| <ul style="list-style-type: none"> A detailed knowledge of the traditional and emerging technology themes which underpin the provision of Programmes and Projects. | ✓ | |
| <ul style="list-style-type: none"> Excellent verbal and written communication skills. | ✓ | |
| <ul style="list-style-type: none"> Ability to effectively and confidently represent a project and organisation to internal and external audiences. | ✓ | |
| <ul style="list-style-type: none"> Ability to work flexibly and, at times under pressure, to meet deadlines and changing priorities. | ✓ | |
| <ul style="list-style-type: none"> The ability to motivate, inspire and manage a multi-skilled team. | ✓ | |
| <ul style="list-style-type: none"> Excellent problem-solving and analytical skills with the ability to develop holistic solutions to resolve complex problems in a thoughtful and practical manner. | ✓ | |