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| <b>Job Title:</b>      | PCMS Operational Project Manager                                                          |
| <b>Grade:</b>          | 7                                                                                         |
| <b>Salary:</b>         | £39,906 to £46,049 per annum, pro-rata if part-time                                       |
| <b>Department:</b>     | Division of Student and Academic Services                                                 |
| <b>Hours/Contract:</b> | Full-time or job share, fixed term contract till 30 November 2026 (2 positions available) |
| <b>Reference:</b>      | 11557                                                                                     |

## Role Purpose

The University is embarking on a new institution-wide strategic project which will transform our approach to portfolio and curriculum management, strategically enhancing the University's programme portfolio and the provision of high-quality education. This will be through the procurement and implementation of an appropriate curriculum management systems solution alongside the redesign of all processes currently used for portfolio and curriculum management, which include programme development and approval, annual curriculum planning (curriculum modifications), late curriculum modifications, continuous improvement and curriculum revalidation, and curriculum suspension and withdrawal.

Reporting to the Head of PCMS Project Delivery, this role will be responsible for planning, coordinating and delivering operational business process change across academic schools and corporate services divisions, supporting the implementation of the systems solution from the business perspective working in partnership with Digital Services, and providing essential subject matter expertise in at least ONE of the following areas: academic quality and enhancement; or student/course records management and systems; or business change management in academic schools and colleges and/or other related business function, to inform the development and implementation of the University's new approach to and systems solution for portfolio and curriculum management.

## Main Duties and Responsibilities

### Implementation

- Working with the Digital Services project team and the Head of PCMS Project Delivery, play a key role in the redesign of portfolio and curriculum management business processes, informed by own subject matter expertise in at least ONE of the following areas: academic quality and enhancement; or student/course records management and systems; or business change management in academic schools and colleges and/or other related business function
- Be responsible for clearly translating business needs into user requirements for the development of business processes and system functionality, working with relevant teams across the University to ensure the needs of all stakeholders and end users are considered
- Ensure that new business processes for portfolio and curriculum management are tested, documented, disseminated and underpinned by appropriate guidance and information for users, and plan for the transition to business as usual including storage of and access to process documentation and designing the BAU review and enhancement cycle with process owners



- Support the Head of PCMS Project Delivery in the coordination and delivery of business user acceptance testing (UAT) for the new systems solution, working with teams across the University to ensure UAT covers all relevant areas, and undertaking UAT as required

## Stakeholder engagement and training

- Play a key role in familiarisation and training for academic and professional services staff in schools and colleges and professional services staff in relevant corporate services divisions on the new processes and systems solution for portfolio and curriculum management, developing information, guidance and training materials, and delivering training and information sessions
- Contribute to the delivery of the project's stakeholder engagement and communications plan, drafting communications content, delivering project briefings and roadshows, and actively promoting the project across the University to facilitate widespread understanding and support for the project objectives, timeframes and benefits for stakeholders

## Data, insights and reporting

- Working with the Digital Services project team, ensure baseline measures for portfolio and curriculum management processes are in place and that the project tracks improvements against baseline measures appropriately so that benefits realisation can be monitored and evidenced
- Ensure data integrity and compliance with data protection regulations and implement best practice for data management and privacy
- Working with the Business Intelligence and Reporting team, ensure that data and insights from the portfolio and curriculum management systems solution can be appropriately reported on, and surfaced alongside relevant data from other systems, to deliver the project's objective of facilitating active and intentional portfolio management, with significantly improved decision-making capabilities
- Contribute to project reporting

## Other

- Learn, develop and keep up-to-date with best practice in portfolio and curriculum management processes and systems within the HE sector

## Internal and External Relationships

### Internal Relationships:

- Regular contact with other project team members comprising of staff from Digital Services, Student and Academic Services, Education Services, External Relations and academic schools and colleges
- Working with members of Student and Academic Services, Education Services, External Relations and academic schools and colleges identified as project stakeholders and/or end users
- The post reports to the Head of Portfolio and Curriculum Management Project Delivery

### External Relationships:

- The appointed systems solution partner



- Contacts across the sector using the same systems solution and/or responsible for portfolio and curriculum management processes

## Planning and Organising

- To plan project delivery against business-as-usual activities to ensure that this aligns to the academic administration cycle
- To deliver against agreed project milestones
- To organise and deliver training to embed new ways of working

## Qualifications, Knowledge and Experience

### Essential

- First degree or equivalent professional experience\*
- Substantial specialist experience in at least ONE of the following areas: academic quality and enhancement; or student/course records management and systems; or business change management in academic schools and colleges and/or other related business functions\*
- Experience of delivering customer service and improving systems and processes for the demonstrable benefit of customers\*
- Experience of delivering projects or large-scale operational processes\*
- Experience of developing and delivering training, guidance and/or stakeholder engagement activity\*

### Desirable

- Experience of successfully managing and collaborating with a wide range of stakeholders within a HE environment
- Experience of working within an agile team

## Skills, Abilities and Competencies

### Essential

- The ability to view a system or process from an 'outside-in' perspective, considering the customers' perspective at all times
- The ability to identify what measures need to be in place to identify whether or not a system or process is meeting purpose from the stakeholder perspective, and to make decisions based on knowledge, understanding and data
- An innovative and creative approach to problem solving and the ability to take a solution-focused approach at all times\*
- Excellent organisational and prioritisation skills and a flexible and adaptable approach to work and in responding to situations, including approach to team working and process changes \*
- The ability to work constructively with staff at all levels including the ability to negotiate and influence where required\*



- The ability to gather, record, assess and analyse data and to identify problems arising from the data, and to present data in an accurate and informative style, tailored to different audiences\*  
A readiness to challenge the status quo and proactively identify and solve problems, including a willingness to understand issues beyond the boundaries of the role\*
- Ability to manage a varied and complex workload, progressing tasks and projects simultaneously, working flexibly, quickly and accurately to tight deadlines \*
- Ability to work with and negotiate credibly with external partners as a representative of the University \*
- Effective written and oral communication skills
- Ability to demonstrate high levels of personal resilience

## Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

## Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

## University Values

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

## Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

