Job Description: Professional Services Leadership Position

Faculty/Directorate/Service Area:	Digital Services
Job Title:	Digital Infrastructure Project Manager
Department/Subject:	Digital Services
Salary:	Grade 08 £38,205 to £44,263 per annum (Pro rata if part time) together with USS pension benefits
Hours of work:	35 hours
Contract:	This is a fixed term position until 31st May 2025
Location:	This position will be based at the Singleton Campus. The role-holder will be expected to work flexibly, with a mixture of on-campus and remote working.

Main Purpose of Post	**Why Swansea University?** Swansea University offers a compelling balance of excellent teaching and research, matched by an enviable quality of life on our two beachfront campuses. Located on the edge of the stunning Gower Peninsula and established in 1920 to meet the needs and wants of its local population and industry, its civic mission remains at its heart, and it continues a long history of working with business and industry. Its research has impact on the world stage, alongside high teaching standards, and with strong growth in student numbers. The University offers excellent opportunities for flexible working, involvement in interesting areas of work / projects with real change as well as opportunities for personal development. **Why Digital Services Project Office?** With increased focus on digital to enable new opportunities for teaching, enhance our research and maximise new ways of working. Alongside substantial investment and clarity of vision with the new digital strategy, it is an exciting time to be working in IT/Digital within the University. Working in a digital project office team who are committed to strong delivery, valued team ethics and ensuring realisation of these opportunities and benefits. **Primary Purpose** 1. Working primarily within Digital Services, but also working with stakeholders across the University focusing on digital delivery. 2. Ensuring effective leadership to your project team to deliver projects using appropriate project management methods and tools, with an increased focus on benefits and the user voice. 3. Working across multiple medium sized projects and therefore benefit from working on a variety of projects.

	4. Constantly review and challenge existing internal processes, practices, and approaches to project management with a view to implementing new ideas and tools.
General Duties	1. Manage and lead medium sized projects focusing on internal digital projects or as a workstream lead on highly complex projects 2. Adopting contemporary project management practice, with a focus on delivering benefits, outcomes, and ensuring business needs are met 3. Managing projects throughout full lifecycle from idea through to implementation and ensuring formal closure of projects in a controlled manner, including transition into sustainable business as usual operations 4. Working closely with project sponsors and business stakeholders, establishing relationships and understanding local business environments and needs 5. To work with technical staff on the delivery of projects, ensuring University practices combine with internal technical Agile approaches. Often being the translator of business requirements between technical and business staff. 6. Ensuring core project documentation and reports are produced and maintained in a timely manner. This will include working within technical teams to meet documentation standards as well as wider portfolio reporting requirements. 7. Ensure clear communication of the project, encompassing good change management to bring others on the journey to ensure delivery of outcomes and benefits. 8. Ensure clear understanding of project roles and ways of working for the project team and wider stakeholders. 9. Be professionally and constructively challenging, not hiding from difficult conversations, and ensuring options and recommendations are well presented. 10. Providing coaching to others to enable them to work on their own initiatives and projects across the University, including support and consultative advice for other project leads. 11. Work independently in the management of your workload and allocated tasks. 12. To fully engage with the University's Performance Enabling and Welsh language policies 13. To promote equality and diversity in working practices and to maintain positive working relationships. 14. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 15. Any other duties as agreed by the Faculty / Directorate / Service Area. 16. To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University's Risk Management Policy
Leadership Values	All Professional Services areas at Swansea University operate to a defined set of Core Values: Professional services values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.

In addition you will operate to a defined set of Leadership Values:

We are Professional
We develop ourselves and our teams through continued professional development, and use feedback to improve. We create a culture that delivers successful outcomes through people, supporting, developing and challenging our teams to succeed. We involve our people in developing a vision for the future and in enabling innovation and change, improving University, team and individual performance.

We Work Together
We enable our teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of our customers. We are responsible for creating environments that demonstrate equality, foster trust, respect and challenge. We are accountable for providing clarity and direction, communicating the "big picture" and harnessing ideas and opportunities to achieve the University's vision.

We care
We create environments that identify, understand and give priority to delivering the needs of the University Community (our students, colleagues, external partners and the public). We motive and inspire our teams to provide the highest standards of personalised care and in doing so uphold the Swansea University brand.

Why you?

We are looking for a Digital Project Manager who has experience of leading on a number of initiatives within a digital environment, in particular working closely with technical teams to ensure real delivery in benefits and outcomes to the business. We are open to new techniques and tools, as well as using established good practice. We welcome applications from those with a progressive and positive attitude. The successful candidate may not meet all of the criteria will regards to knowledge and skills, but we expect applications from candidates with a solid background in project management in a digital environment, which may include contemporary practice that we have not specified. We are open to new techniques and tools, as well as using established good practice.

Person Specification	**Essential Criteria:** **Leadership Values:**

1. Demonstrable evidence of creating a culture that delivers successful outcomes through people, developing and challenging teams to succeed and take pride in delivering professional services and solutions.

2. Ability to enable teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of customers, and in creating environments that demonstrate equality, foster trust, respect and challenge.

3. Demonstrable experience of creating environments that identify, understand and give priority to delivering the needs of the customer, and in motivating and inspiring teams to provide the highest standards of personalised care.

Qualifications

Professional Project management qualification (e.g., APM, PRINCE2®, PRINCE2® Agile, Agile PM) or proven project management experience in a Digital environment managing medium sized projects

Experience

1. Demonstrable experience of successfully delivering medium sized digital projects using core project and change management methods and tools.

2. Demonstrable experience of full lifecycle delivery from initiation through to handing over to the business.

3. Demonstrable experience of user-led delivery of projects, ensuring benefits and outcomes are realised.

4. Demonstrable strong leadership, negotiation, and communication skills.

5. Demonstrable experience of contributing to the development of new practices (tools, techniques, and ways of working), improving the wider ability of the team and others in delivery of projects.

Knowledge and Skills

1. Knowledge of core project management and ability to apply this core project management to real life situations.

2. Ability to use a number of tools and reporting techniques to ensure progress of the project is monitored and communicated to provide confidence in the position of the project is understood and/or relevant course correction is being undertaken as required.

	3. Ability to understand business issues and needs, ensuring you fully understand the business requirement and driver for change. As well as being able to clearly record this in any project documentation ensuring good governance and approval. 4. Ability to work with 3rd party suppliers, consultants, and contractors, ensuring clear delivery expectations, monitoring of performance and engagement with the wider project team, including any knowledge transfer, as necessary, to avoid any gaps in capability. 5. An understanding of how to effect change through people and experience with a diplomatic and constructive approach. 6. The ability to convey a level of confidence and professionalism, positively influencing and persuading others to work collaboratively or to take a specific course of action when there is no direct line of command or control. 7. Ability to work with the Sponsor (technical and non-technical) to ensure delivery of the project with desired outcomes, they are informed appropriately, engaged throughout the process, clearly understand their role, and their expectations are managed. 8. Be able to provide clear communication, with relevant presentation style and depth of detail depending on target audience. 9. Working iteratively, ensuring incremental delivery and early value. 10. Excellent organisational skills for managing a varied workload consisting of multiple projects. 11. Ability to demonstrate delivery of benefits, outcomes, and value to the University
Welsh Language Level	Level 1 – 'a little' - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course. For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available here.
Additional Information	Informal enquiries: Mike Tappern M.J.Tappern@Swansea.ac.uk