**Job Description: MRI Senior Project Officer**

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| **Faculty/Directorate/Service Area:** | Marketing, Recruitment and International |
| **Job Title:** | MRI Senior Project Officer |
| **Department/Subject:** | MRI |
| **Salary:** | Grade 8: £38,205 to £44,263 per annum |
| **Hours of work:** | 35 hours per week |
| **Number of positions:** | *1* |
| **Contract:** | This is a fixed term position for 10.5 months duration to cover a period of maternity leave |
| **Location:** | This position will be based at Singleton Campus |

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| **Main Purpose of Post** | The MRI Senior Project Officer is responsible for providing direct support to the leadership and management of MRI Projects, for documenting processes across the directorate and delivering improvement projects identified by the MRI Leadership Team, in accordance with the University Standards for Project Management and Service Improvement.  The responsibilities include -   1. Project Management – Day to day management of key projects and service improvements for the Directorate, such as Clearing and January entry 2. Provide direction and guidance to the project or work stream teams, uphold professional standards and act as an advocate for project and change management across MRI 3. Planning, Monitoring and Reporting – Develop project plans, schedules and budgets, manage performance and generate reports for sponsors and key stakeholders. 4. Service Improvement - To document MRI processes and work with the relevant teams and stakeholders to identify and deliver service improvement 5. Communications and stakeholder management – carry out stakeholder mapping and engagement and ensure internal and external stakeholder interests are identified and addressed as appropriate. Develop and implement communication strategies and plans, deliver presentations and workshops to key stakeholders. Develop a network and manage relationships with internal partners. 6. Resource management – matrix management of small project teams or cross functional teams 7. Risks and issues – identify and monitor project risks and issues. Develop mitigating actions and escalate as appropriate. 8. Data Analysis – gather, analyse and interpret data from a wide range of internal and external sources and generate reports to support the development or implementation of projects and change initiatives. 9. Continuous Improvement – engage with and contribute to the continuous improvement of the department’s service offer, procedures and processes. |
| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. Perform the job role and all activities in accordance with safety, health and sustainability policies and management systems, in order to reduce risks and impacts arising from the work activity. 4. Any other duties as directed by the Head of College / Department or their nominated representative expected within the grade definition. 5. Follow relevant policies and procedures as part of your day to day activities to ensure working practices are compliant 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](https://www.swansea.ac.uk/the-university/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.  **Our Values are:**  **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality  **We Work Together**          We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care** We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Project Management** | **Project Management at Swansea University**  **Working with the Association for Project Management (APM)**  Swansea University is an APM Accredited organisation and considers the APM Body of Knowledge and the APM Competence Framework as the leading reference for its project management activities.  The Strategic Portfolio Management Office is responsible for improving project and change management professionalism across the university. Advice, support, learning and development with respect to project and change management is available through this team.  All project management staff are expected to become a member of a project management professional body, ideally the APM, see <https://www.apm.org.uk/membership/> for guidance on individual membership. |
| **Person Specification** | **Values:**   1. Demonstrable evidence of taking pride in delivering professional services and solutions 2. Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers 3. Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience   **Qualification:**   1. Educated to degree standard with relevant work experience   **Experience:**   1. Experience of project management either as a Project Manager or a work stream lead. 2. Experience in creating a detailed project plan and then managing and monitoring the plan to ensure successful completion of activities to achieve the required quality, timescales and budget targets. 3. Experience of report writing, data analysis and presentation   **Knowledge and Skills:**   1. Excellent communication skills with the ability to communicate complex ideas succinctly and effectively to a range of audiences through different media. 2. Results focused, with excellent organisational, multi-tasking and planning skills to ensure delivery to deadlines. 3. Ability to work calmly under pressure and prioritise where necessary 4. Ability to work as part of a team. 5. Good interpersonal skills – the ability to collaborate and build relationships with internal stakeholders 6. High level of computer literacy with a thorough knowledge of Microsoft Office software.   **Desirable Criteria:**   1. Experience in working in HE recruitment and/or admissions 2. Experience of leading HE projects, ideally in the area of admissions, recruitment or conversion 3. Excellent knowledge of the applicant journey, for UG, PG and international markets 4. Project management qualification 5. Matrix management experience 6. Ability to communicate in Welsh |
| **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](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/). |

  