University of Edinburgh
Job Description

1. Job Details

Job title: Business Development Workgroup Leader/Service Manager
Planning Unit: EDINA
Unit (if applicable): Research and Geo-data Services
Line manager: Head of Research and Geo-data Service Delivery

2. Job Purpose

- Undertake business development with the aim of acquiring access to new datasets or the provision of new online services to the UK academic community.
- Development of, and support for, national infrastructure services to support UK higher and further education teaching, learning and research activities.
- Management of high profile JISC-funded projects to their successful conclusion.

3. Main Responsibilities

1. Identify, manage and deliver successful and profitable business development opportunities. Prepare business cases for new services, undertake pro-active liaison with management within government funded organisations, commercial data vendors and JISC. Identify new users and markets for services or data products. Prepare responses to ITTs and conduct contract negotiations for funding. 25%

2. Ensure the correct day to day operation of national services to ensure the defined Service Level Agreements are met by identifying and performing necessary maintenance and updates and ensuring service is secure from illegal access. 25%

3. Draw up and implement project plans for new services, set project goals and scope, limitations and assumptions. Schedule tasks and predict workloads throughout projects. Establish and maintain an assessment of risk, registry of changes and issues for resolution throughout the duration of projects. Allocate and manage resources. Monitor progress of tasks and report on variances to plan with respect to milestones and deliverables. 20%

4. Contribute to the success of projects as a whole via work on specific deliverables, contributions to discussions, meetings, problem solving, liaising with other relevant services and service providers. 15%

5. Co-ordinate dissemination of project outcomes by producing reports, publicity material and articles in the appropriate channels, and through presentations at appropriate events. Distillation of project outcomes into services portfolio. 10%

6. Investigate, assess and advise on technical matters on projects and services to ensure that UK academia has access to relevant and pertinent data and toolsets that optimise the exploitation of valuable learning, teaching and research assets. 5%

4. Planning and Organising

Proactive service development planning over 5 year cycle, including staff resourcing, technical developments, implementation planning, contingency planning, reporting and liaison activities. Organisation of project work load over variable time scales and resource profiles. Technical administration and work scheduling in line with formally approved project plans. Critical path assessment and organisation of project variation when required. Project teams are transient, vary in size, and are made up from members of staff from different functional areas of EDINA. Such teams may also contain external consultants with first line reporting to the post-holder.

Responding to operational day-to-day service demands and forward planning for maintenance and enhancement activities.
5. Problem Solving

Aligning strategic organisational goals with emergent business opportunities. Identifying strengths, weaknesses, opportunities and threats in a timely fashion. Problems are independently resolved and implemented collaboratively. Main guiding principle is supporting UK higher and further education research and teaching agendas.

Troubleshooting and solving service delivery technical problems as they occur. Most can be solved independently but some may necessitate escalation to a wider audience due to their nature or severity (e.g. a security breach). Formal service level definitions and agreements pertain.

Problems encountered within projects range in nature and severity and degree of intervention required. Formal chain of responsibility outlined in project plans. Most problems resolved independently without escalation to the Head of Geo-data Service Delivery.

6. Decision Making

Decide on how/if to respond to specific ITTs and on the nature and degree of involvement.

Decide on priorities for service development and in conjunction with senior management, develop strategic plans for medium and long term continuity.

Decisions of potential strategic impact require consultation with Head of Geo-data Service Delivery and other senior managers.

7. Key Contacts/Relationships

Colleagues within EDINA in other teams. Other project partners. Also institutions and organisations across the UK other than UoE who have a stake in a service or project. These include staff in UK HE institutions and public sector organisations or private companies. Examples include the Office of National Statistics, the Office of the Deputy Prime Minister, the Environment Agency, UK Data Archive, MIMAS. Contacts are regular and take place by email/phone and face-to-face meetings.

Liaison with funding bodies (e.g. JISC, ESRC) to ensure that services/projects are meeting mutually agreed objectives. Generally mediated via formal arrangements such as Service Level Definitions, Reporting Criteria and Project Reporting.

Relationships are geared towards either securing the delivery of existing services, enhancing them or forging potential business links to further that end. The post-holder will be required to participate in national and international events and conferences, and other dissemination events.

8. Knowledge, Skills and Experience Needed for the Job

A postgraduate degree in an area of geospatial science. Experience of project management and of leading project teams which include external organisations. Knowledge of web based delivery technologies, online services, contemporary software engineering practices and a technical appreciation of emergent technologies is required. Detailed knowledge and an appreciation of the geographic information market and industry trends are essential. Business analytical skills in conjunction with an understanding of the needs of the UK academic user community is critical. Personal attributes will include excellent communication, organisation and IT skills, the ability to meet deadlines, present information and to conduct effective internal and external relations.

9. Dimensions

Manage 3 FTEs (headcount 8) as Service Manager; 4 FTEs (headcount 9) as Project Manager. Approximately 10 staff reporting indirectly; Approximately 15 directly/indirectly affected.

Services contracts c. £250K pa over 2006-2011 period; Projects contracts c. £300K (2005/6).

Primary service responsibility affects 220+ institutions with 30,000+ registered user base.

End user service value > £1.7M per annum at commercial rates.

Services provide UK wide 24/7 on-demand data delivery to academic community.

Provide occasional MSc supervision; regular presentations at conferences e.g. 2005 Census Conference; occasional papers and publications.

10. Job Context and any other relevant information

The job context is provided by the role of the organisation as a National [ ... ] the whole UK higher and further education sectors. The job therefore has implications beyond the local, Edinburgh context. The projects and services are of strategic importance and serve to provide the foundation and infrastructure that enable UK academics to undertake the primary task of teaching and research.