1. Job Details

Job title: Assistant Director – Planning 012

School/Support Department: Management Information Services

Unit (if applicable): Director’s Office

Line manager: Director of MIS

2. Job Purpose

To drive and co-ordinate the longer term vision, strategy and annual planning for corporate business IT systems which enhance learning, teaching, research and the management of the University while ensuring alignment with the university, college and support group business and information strategies. To monitor the overall progress of the annual MIS portfolio of projects, the benefits delivered by these projects and the quality of services delivered by MIS.

3. Main Responsibilities

1. Leading the annual corporate IT planning exercise and developing the year ahead priority list of projects. Managing and developing the process to update the 5 year road maps for Business Information Areas (BIAS) and ensuring alignment with the Knowledge Management Strategy (KMS) and Support Group and College annual strategies.

   Approx. % of time
   30

2. Monitoring both the overall progress of the current year portfolio of corporate IT projects and the outcomes and benefit realisations of completed projects.

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3. Promoting and marketing MIS services across Colleges and Supports Groups and ensuring MIS has a regular flow of new funded projects.

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4. Managing our partners to make sure they are satisfied with the quality of information systems and services provided by MIS.

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5. Representing MIS and the University on various University committees, boards, and external HE bodies ensuring MIS input and actions are properly understood and aligned with strategy.

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6. Engaging with the external environment to ensure latest IT directions, developments and best practice in both the HE and public sector are incorporated into the University’s IT planning.

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4. Planning and Organising

   - Planning and managing the process to update the 5 year road maps for Business Information Areas (BIAS). Ensuring summaries and milestones are fed in the annual update to the Knowledge Management Strategy (KMS) and Support Group and College annual strategies.

   - Planning and managing the annual corporate IT planning exercise and developing the year ahead priority list of projects.

   - Organising and chairing strategic and operational IT awareness seminars.

5. Problem Solving
Key part of this role is promoting the corporate IT agenda such that duplication of effort is minimised and MIS strategies are adopted across the University where appropriate. This causes tensions between central and devolve system providers and users which need to be resolved.

As part of the customer care role, taking on board users feedback and recommending solutions and improvements to the quality of services and project delivered by MIS and business partners.

6. Decision Making
- Assisting Directors, Assistant Directors and senior managers in support Groups in identifying and deciding on strategic and operational priorities for the KMS and annual planning exercises.
- Deciding on project priorities when producing the year ahead list of corporate IT projects.
- Monitoring the progress of the list of IT projects and reprioritising projects at the mid year review.
- Assisting in recruitment of senior staff in MIS and occasionally in other units.

7. Key Contacts/Relationships
- Working relationship with College registrars, School Administrators, Heads of admin planning units to ensure that both long and short term business information system requirements are captured and considered as part of the strategic and annual IT planning processes.
- Principal contact with directors and assistant directors in CS Support Group and AAPS Support Group for the preparation of input into BIAS 5 year road maps, the Knowledge management strategy.
- Liaising with all of above and other staff to communicate the corporate IT agenda such that duplication of effort is minimised and MIS strategies are adopted across the University where appropriate.
- Communicating and meeting with School Administrators and Heads of admin planning units to market MIS services.
- Liaising with all senior users of in a customer care capacity to get feedback on level of satisfaction with MIS delivered business systems and services.
- Liaising, as a member of the Universities and Colleges Information Systems Association (UCISA) Corporate Information System Group, with other Committee SG on initial and issues facing the HE sector and ensuring Edinburgh’s views and needs are taken account of.

8. Knowledge, Skills and Experience Needed for the Job
- At least 10 years experience of managing and delivering business information and IT systems and services.
- Knowledge of IT strategic planning.
- Ability to align business and IT strategies.
- Ability to promote and market IT services.
- Knowledge of programme & project management procedures and methodologies.
- Knowledge of the structure of the university and the particular business information systems each area requires.
- Ability to produce both written and verbal reports to senior management.

9. Dimensions
- Production of annual project priorities list of about 80 projects (costing over £1.4m p.a.) and monitoring the benefit outputs of these projects.
- Achieving new MIS funded projects target of over £100k pa.
- Co-ordination with senior managers, administrators and heads of 21 schools and 20 admin/support units
- Arranging and chairing about 12 awareness seminars per year.
- As UCISA CISG secretary, organising and attending 6 committee meetings per year.

10. Job Context and any other relevant information
n/a
11. Verification