University of Edinburgh
Job Description

1 Job Details
Job title: Portal and Web Services Manager 012
School/Support Department: Management Information Services
Unit (if applicable): Portal and Web Services, part of Customer Services Group
Line manager: Assistant Director, Customer Services Group

2. Job Purpose
To manage and lead the University’s primary web portal (MyEd), providing students and staff the integrated web systems that underpin core University business activity. Responsible for delivery of its associated projects and development and support of the service team. Additionally responsible for managing the MIS Web Publishing Service and the MIS e-Learning programme, that deliver corporate web sites and IT tools for learning, teaching and research.

3. Main Responsibilities

1. Management responsibility for running the University Portal Service, Web-Publishing Service and MIS E-Learning Programme, that deliver high quality, friendly and efficient customer service, with 24x7, worldwide accessibility for the whole University community.

2. Responsible as Project Manager and overall Portal Programme Owner for the successful completion and delivery of all portal and web projects, providing the cost effective development of websites and key applications to a University-wide community.

3. Responsible for managing service and maintenance of additional university-wide systems delivered via the portal, including Announcements, News, Training and Development Course Booking and Electronic Voting and Election Systems.

4. Responsible for team recruitment, appraisals, supervision, coaching and motivation, to enable effective delivery of services and projects to the whole University.

5. Leading the planning process for the future development of the portal service and to advise, liaise and negotiate across a wide range of stakeholders both within MIS and as a member of University committees / advisory boards. To develop policy in accordance with legislation, Knowledge Management Strategy (KMS) and pedagogical excellence.

6. Promoting institutional knowledge and skills, through active involvement and representing the University, at UK and worldwide technology forums. Also managing and delivering internal University portal and web user forums.

4. Planning and Organising
Primary responsibility for planning strategic programmes, multiple projects and organising operational activity relating to the University Portal and Web Services. Prioritising objectives and targets through cost/benefit analysis to deliver annual plans, strategic vision and operational tactics in accordance with the Knowledge Management Strategy.

Planning and organising the responsibilities, priorities and activities of all staff working within three MIS service areas including their operational and project responsibilities in addition to their personal development planning.

Planning and leading monthly service and project reports to MIS managers and quarterly reports to University steering committees and user forums.

5. Problem Solving
- To resolve problems relating to central integration of new and legacy IT systems for delivery through the MyEd portal. The technical complexity e.g. data flows, authentication and interface design requires clear and informed communication with partners, where scenarios often involve legislative conformity.
- Regular collaborative involvement in resolving problems relating to MIS procedure, conflict and methodology, which typically have wide-reaching implications for University business efficiency.
- Resolving scarce human resource and scheduling conflicts through both task and project prioritisation acting independently and as part of the MIS management structure.

6. Decision Making
- Responsible for proposing the most appropriate options for the direction and integration of the University’s central portal. Quarterly proposals require steering committee ratification that includes the Corporate Services Director and Vice Principal for Knowledge Management.
- Deciding on portal and web project and service priorities for effective budgetary, operational and strategic management. Additional deputising for the MIS Assistant Director at MIS and University management meetings to negotiate MIS operational decisions and contribute to University IT strategy and policy.
- Responsibility for leading recruitment and selection process and panels for portal and web team members, whilst also participating in selection panels for other University departments.

7. Key Contacts/Relationships
- Regular contact with administrative colleagues external to MIS, including at directorial level to agree service integration plans for the portal.
- Regular contact with IT service managers such as in the Computing Service and the Media and Learning Technology Service in order to coordinate integrated technologies, service and policy.
- Contact with the wider University community through delivering training, presentations and publicity events / road-shows across multiple campus sites, additionally providing processes for communicating with students pre-arrival and post graduation.
- Regular University committee participation, reporting to the Corporate Services Director, Vice Principal (VP) for Knowledge Management and VP for e-Learning who attend / convene meetings.
- Regular contact with professional external bodies, including hosting international conferences and publishing reports e.g. the Java Architectures Special Interest Group, the JISC and the Scottish Usability Professionals Association, in order to enhance University knowledge and public profile.

8. Knowledge, Skills and Experience Needed for the Job
- At least five years proven success in IT service management and customer relations with excellent organisational and strategic planning skills.
- A thorough track record in successful project management, demonstrating proven experience with methodology and project tools, alongside the drive necessary to deliver high profile IT systems.
Excellent people management skills with proven experience and aptitude for negotiation, team leadership, delivering high profile presentations, recruitment / selection, motivation and coaching.

Proven experience of portal and / or web technologies and standards, with an ability to understand and translate both in terms of technology and user experience, how institutional service integration can be effectively delivered via a portal framework.

Awareness of legislative requirements e.g. relating to Disability Discrimination, Data Protection and Freedom of Information.

Excellent verbal / written ability in delivering high profile reports / presentations at all levels.

9. Dimensions

- Responsibility for portal service delivery to the whole University with a current but growing community of over 30,000 registered users, generating over 500,000 service visits monthly.
- The portal enables core University business integration such as with the University Website. It also provides the only access to the web based student record and the Virtual Learning Environment.
- Responsibility for multiple project programmes (each of up to five projects). Individual projects constitute up to £100K investments, with expected benefits in excess of £300K over five years.
- Direct responsibility for managing 4 FTE’s. Additionally project management of up to 8 colleagues during project stages. Responsibility for managing and reporting resource budgets and costs.
- The portal service is classed (in disaster recovery terms) as a priority 1 service and priority no. 8 on the University 2005-8 KMS. It is the sole route of access to key corporate services including the university’s central Virtual learning Environment (VLE) and student record.
- The Web Publishing Service supports and maintains over 100 separate web sites, offering support and training to 120 departmental web publishers. Its projects generate £20K revenue annually for MIS. Responsibility includes developing public websites that market the University world-wide.

10. Job Context and any other relevant information

N/A