

UNIVERSITIES & COLLEGES
EMPLOYERS ASSOCIATION

Project Manager





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About UCEA

The Universities and Colleges Employers Association is the body that represents the interests and views of UK Higher Education organisations as employers. We are a voluntary membership organisation, funded through the subscriptions of our member organisations. We are governed by a Board drawn from Vice-Chancellors, Principals and Chairs of governing councils of universities. We also support a number of specialist advisory committees drawing in professionals and partners from across the sector. This helps to guide our work and ensure that we can recognise the diversity and distinctiveness across HE institutions and between the contexts of our devolved nations.

UCEA's purpose

UCEA's purpose is to support our member organisations in delivering excellent and world-leading higher education and research by representing their interests as employers and facilitating their work in delivering effective employment and workforce strategies.

We seek to do this in a way that:

- is responsive and sensitive to our members' diversity and differentiated aims and needs
- uses a collective sector voice effectively and appropriately
- is alert to the challenges and risks of the wider environment
- makes efficient use of resources and delivers value for money.

UCEA's aims

We identify three main aims:

- To contribute to excellence and effectiveness in human resource management, anticipating, listening and responding to the shared needs of members;
- To enhance knowledge from within and beyond the sector and facilitate dialogue and learning;
- To represent the collective interests of our members.

UCEA's activities

UCEA's core activities in support of these aims fall into five areas:

Representing higher education employers' interests and assisting in effective employment practice, by

- responding for the sector on developments in employment law and policy
- advising on changes in employment law and policy and their application in an HE context
- seeking action with influencers and decision makers
- providing opportunities for learning, development and networking for relevant staff in member organisations
- Supporting and disseminating innovation in pay, reward and benefits.

Supporting and delivering negotiations and effective employee relations, by

- negotiating on members' behalf with trade unions, when sought and as mandated
- representing higher education employer interests in relation to NHS pay and contracts and their application for clinical academics and allied professions
- maintaining positive dialogue at sector level with the trade unions
- being alert to developments in organisational level negotiations and supporting them through intelligence-sharing and other activities.

Gathering and sharing knowledge and information from within and beyond higher education, by

- offering safe environments for learning and sharing practice and expertise
- providing relevant and accurate sector-wide information and analysis

- providing information and research on effective practice
- providing analysis of workforce data and trends
- offering pay and other benchmarking services.

Providing stimuli and opportunities for sector-wide issues to be explored and better understood, in the UK and in international contexts, by

- raising the profile of issues and enhancing the understanding of them by sector stakeholders
- seeking and organising opportunities for dialogue and the sharing of practice
- providing an informed view of the higher education workforce and the opportunities and challenges for UK higher education employers
- operating fora for bringing specialists and interest groups together and developing sector positions and approaches.

Delivering and supporting effective communications with stakeholders and partner organisations in the UK, its nations and beyond, by

- supporting and advising on communications and engagement with higher education staff and other stakeholders
- enabling accurate sector information to be relayed to stakeholders
- supporting communications capability within higher education organisations
- managing relations with the media, primarily at national level and providing comment on the sector employers' achievements and challenges.



UCEA's services

Our member resources are grouped under the themes of Pay and Negotiation, Employment Policy and Law, Pensions, Clinical Academics, Health and Safety and Research and Surveys. These resources range through our short, timely Updates alerting members to particular developments, our bi-monthly Employment Bulletin, extended briefings on key topics, research reports, communications materials and case studies. Our two sector pay surveys are additional services that provide participants with invaluable data for benchmarking and market-testing pay. Our expert advisers are also on hand to assist with members' queries and we provide an extensive programme of members' events, ranging from large-scale conferences to specialist network meetings.

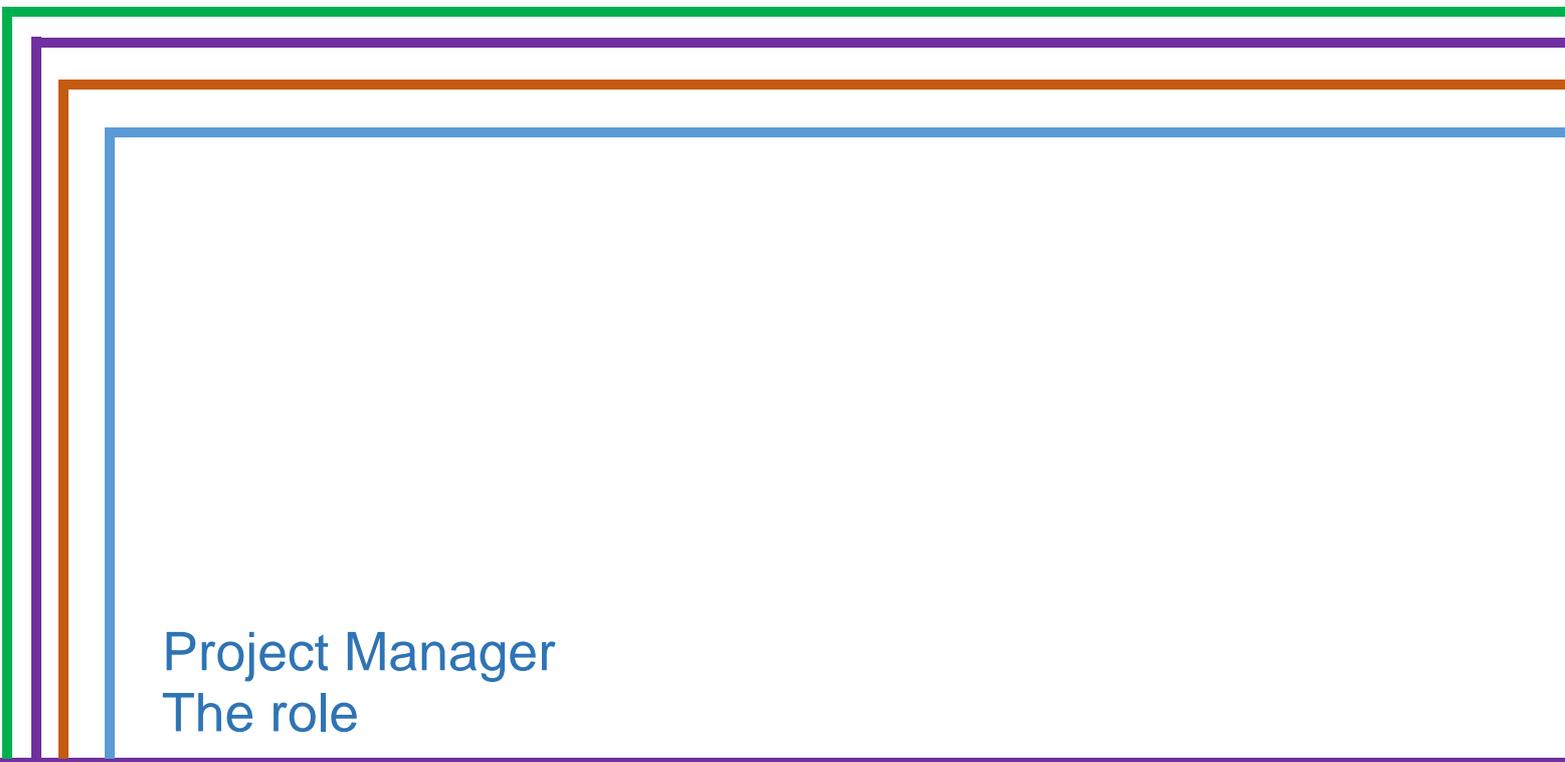
UCEA membership

UCEA membership is open to the full range of HE providers in the UK, with HE institutions as full members and a growing number of associate members which are organisations that work within the sector other than as HE providers.

Visit the UCEA website: www.ucea.ac.uk

"The dedicated employer representative, as found in UCEA, is very highly regarded across the sector, both for the role played in undertaking collective bargaining on behalf of members and the more strategic role played in supporting institutions to understand and respond to policy developments that affect their responsibilities as employers. The service offered by UCEA is of fundamental importance to members."

Universities UK Sector Agency Review 2017



Project Manager

The role

The Project Manager will play a key role supporting the development and the timely deployment of UCEA's new CRM and website. UCEA's Board has agreed to a significant investment to replace both the CRM and website. As the procurement phase nears completion UCEA has created this fixed-term role to oversee the next phase of this major, transformational project which will result in new workflows and processes for staff, and a considerably enhanced online offer to our members. With supplier selection almost complete, the appointee's work will be critical to ensure the chosen vendors successfully design, build and implement the new CRM and website platforms, and that UCEA staff, members and stakeholders are supported and engaged throughout the change process.

The Project Manager will operate at a level where the post-holder will be expected to demonstrate a high understanding of project methodologies, risk and technological change management, and show sound and independent decision-making and prioritisation capability. The post-holder will be expected to manage relationships across different suppliers and facilitate their joint-working and co-operation, drawing on experience and using initiative in working with senior UCEA colleagues and members.

Main duties and responsibilities

1. To act as an internal project manager for the development and deployment of UCEA's new CRM and website.
2. To act as the day-to-day first point of contact with the software vendors, leading UCEA's interaction with them, and ensuring suppliers work to specifications, budgets and timelines.

3. To ensure each phase of deployment is thoroughly tested and proven before handover to users for user acceptance testing (UAT) and final release.
4. To provide Quality Assurance to the operation of the new CRM, website and all integrated systems, with frequent testing of functions and reviewing user interactions and behaviours.
5. To document all customisations, procedures and reports and produce training documentation as required.
6. To develop and maintain a specialist and extensive knowledge in the areas of expertise required and to contribute to the pooling and preserving of that knowledge within UCEA.
7. To work closely and collaboratively with the Head of Business Support, the CRM/Website Project Team and wider Tech Project Team.
8. Other tasks as may be required, commensurate with the level of the post.



Project Manager Person Specification

Qualifications and Educational requirements

- Educated to degree level (or equivalent demonstration of high level of literacy and numeracy).
- A project management qualification in PRINCE2, CPM or similar (or substantial equivalent experience).
- Evidence of further professional development.

Skills and attributes

Essential:

- Substantial experience of working effectively and proactively in project management roles, including on IT projects, with the ability to see the bigger picture without losing sight of the detail.
- Knowledge of business processes in customer relationship management including membership/subscription renewals, event management, enquiry management, self-service portals and access hierarchies.
- Experience of developing workflows, processes and reporting.
- A high level of competence in using and deploying a broad range of computer software (including content management systems, Microsoft Office suite, database / customer relationship management systems, financial / accounting packages, bulk emailing and events management software).
- A track record of working closely and collaboratively with vendors and third-party suppliers at the development and deployment stages of a project
- Ability to prioritise and deliver a complex and demanding work load.
- Strong time-management skills and the ability to meet milestones and deadlines.
- Ability to multi-task and juggle multiple priorities.
- Outstanding written and oral communication skills.

- Tact and diplomacy.
- Strong interpersonal skills
- Ability to work flexibly as part of a team.
- Meet the requirements of the current UK 'right to work' legislation.

Desirable:

- At least one of the following:
 - Experience of working in the HE sector.
 - Experience of working in a membership or trade organisation or similar
 - Experience of working in a public sector environment.
- Functional expert knowledge of Microsoft Dynamics 365 or CiviCRM.
- Experience of having editorial responsibility for the drafting, proofing and release of high quality user guides / training manuals.



Main Terms and Conditions of Employment

Term of appointment:

A full-time, fixed-term appointment for a period of six months, subject to the completion of a satisfactory probationary period of six weeks. Appointment will be subject to evidence of a right to work in the UK.

A part-time, fixed-term opportunity for nine months could also be considered.

UCEA will consider applications from individuals interested in pursuing this on a flexible working arrangement

Salary:

Circa £45,000 per annum, subject to negotiation, dependent on experience and qualifications.

Pension:

Entitled to join the Universities Superannuation Scheme (USS), currently a hybrid defined benefit / defined contribution scheme with employer and employee contributions (currently 18% and 8% respectively).

Holidays:

25 days per annum pro rata (the leave year runs from 1 February to 31 January), plus statutory holidays and any additional days when the office building is closed around Christmas / New Year.

Sickness:

A good occupational sick pay scheme (subject to compliance with policy and reporting requirements), determined by length of service with UCEA, details of which can be provided on request.

Other benefits:

- Interest-free season ticket loan
- Childcare vouchers
- Salary exchange for pension contributions
- Cycle to work scheme
- Employee assistance programme
- Access to training and development opportunities
- Free Fitness Centre membership, at a facility close to our London office

Reports to: Head of Business Support

Location:

- The UCEA offices are located in Bloomsbury (Tavistock Square, London, WC1).
- The role is primarily office-based, but occasional remote / offsite working can be accommodated.

Working Hours:

A full professional commitment is expected, with hours as are necessary for the proper performance of your duties. This entails working flexibly beyond office hours (normally 9.00 or 9.30am to 5.00 or 5.30pm Monday to Friday with a break of one hour) and occasional travel or overnight stays.

Application Process

Candidates are asked to provide two supporting documents:

- A full and current CV, detailing most recent appointments, salary and level of responsibility;
- A brief Application Statement, outlining how you meet the person specification for the post, including examples of relevant achievements.

Please ensure you have included all relevant contact details including work and home telephone numbers, email address and full postal address. In addition, please complete the Equality & Diversity Monitoring Form (available from the vacancy link on the UCEA website).

Finally, please provide the details of two referees (one of whom should be your current or most recent employer) including name, nature of relationship, position and telephone contact details. If you do not wish for one or both of your referees to be contacted without prior permission, please clearly indicate this.

For an informal discussion about the role please feel free to contact **Matt Lloyd, Head of Business Support** on 020 7383 2444.

Applications should be sent by post to UCEA at the address below, or via email to:

enquiries@ucea.ac.uk

Key Dates for your diary:

Closing date for applications:

Monday 9 July 2018 (midday)

Preliminary Discussions

Monday 16 – Friday 20 July 2018

Final interviews

Monday 23 - Wednesday 25 July
2018



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Woburn House
20 Tavistock Square
LONDON
WC1H 9HU
Tel: 0207 383 2444

www.ucea.ac.uk