



1 Advertisement

Post Title: Demand Manager

School/department: IT Services

Hours: Full time

Requests for flexible working options will be considered (subject to business need).

Contract Permanent

Reference: 8050

Salary: starting at £42,149 to £50,296 per annum

Placed on: 12 April 2022

Closing date: 23 May 2022. Applications must be received by midnight of the closing date.

Expected Interview date: To be confirmed

Expected start date: As soon as possible

Led by an award-winning Chief Digital Transformation Officer and inspirational leadership team, we are now embarking on an ambitious programme of transformational change. Over the coming years, this digital transition will be an ever-developing programme supported by senior stakeholders both financially and strategically. Put simply, whilst we are already a highly successful organisation and business, the University will be a very different world in years to come and achieve levels of performance and digital delivery as yet unseen in the sector. All of this is underpinned by major construction and estate renewal, an exciting programme of work to add thousands of accommodation spaces, and a network replacement project to install the latest digital infrastructure as part of the journey towards a fully data-enabled organisation.

We are moving to an agile world and need to take the organisation on the same journey; to be sector leading and to deliver a model of digital delivery fit for the coming years. As this programme gains momentum, we need more people to join us as we unpick our challenges and legacy systems and move towards meeting our potential.

A critical part of this is the modernisation and replacement of our legacy networks, including major civils to replace physical infrastructure, our Cyber Security Plus programme, and moving our data centres to the cloud. Reporting into the Assistant Director – Digital Engagement, the Demand Manager, will be a key member of the IT Services Team and play a crucial role in reviewing and shaping the incoming demand for work items within the department, ensuring they are clear, well understood and timely. In this role you will be expected to:

- Play a driving role in the set up, design, implementation and continual improvement of the demand management process.

- Work with senior colleagues throughout IT Services and the wider University community to ensure incoming work is understood, processed and communicated effectively.
- Work across several areas at any one time, influencing multiple partners and collaborating effectively to ensure the right work is prioritised
- Work alongside the Sussex Projects Team to understand the demand on ITS resources, liaising and negotiating with resource managers within ITS.
- Effectively manage the Business Partners and work to engage all levels of stakeholders in the business to understand the dependencies and impact of change.
- Chair and run the Demand Management Forum for the department
- Diagnose issues, scope requirements and develop substantive plans to address issues and provide oversight of delivery.
- Lead, manage and promote the creation of high-quality outputs in the Digital Engagement Team, engendering a culture of continuous improvement.
- Work in partnership with other key stakeholders to ensure seamless service.

Not only do we offer flexible and remote working, a vibrant atmosphere, use of our incredible facilities, benefits, and an amazing pension; but we are offering the opportunity to be part of a transformation that will see us set the benchmark for a model of digital delivery in the HE sector.

For further information please visit <https://executive.global-resourcing.com/sussex/> Please contact Tom King/Lawrence Harris at Global Resourcing: US@global-resourcing.com / 020 8253 1806 for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. The School / Division

IT Services delivers a wide range of digital services to users across our Campus and beyond. Our Chief Digital Transformation Officer, Jason Oliver, is now tasked with shaping the strategic initiatives and strategies that will secure a successful and sustainable future for the institution, where digital technology and mobile platforms will increasingly transcend physical and geographical boundaries providing opportunities for the transformation of our students' and staff lives. Prior to joining Sussex he undertook similar advancements at the Science Museum Group and the Royal Opera House, where he built sector-leading teams and delivered a large-scale transformation agendas resulting in step-changes in organisational culture.

IT Services is organised into four main teams, delivering services through an evolving agile service management and delivery model:

The **Digital Engagement** team are primary changes agents working to transform our business processes and systems, to nurture the relationships between IT Services and its stakeholders, and helping us to understand and develop the ambitions for our use of digital technologies in education, research, student services and university administration.

The **Strategy and Architecture** team ensure our strategies, technologies, security and standards support our digital aspirations whilst planning the replacement, upgrades and improvements to our technologies and systems, ensuring that they are aligned and prioritised around the University's strategic plans and objectives.

The **Infrastructure** team work to define, modernise and automate our underlying platforms and network ensuring that they are optimised to meet the needs of the diverse communities across the University, to continue our journey to the cloud and to advance our approaches to ubiquitous connectivity across our campus.

The **Operations** team work across the research, teaching, professional services and student groups to manage our product areas, develop and integrate our platforms and applications, and support our communities to ensure outstanding service provision across the operational activity of IT Services.

3. Job Description

Job Description for the post of: Demand Manager

Department:	IT Services
Section/Unit/School:	Digital Engagement
Location:	50% Hybrid/Shawcross
Grade:	8
Responsible to:	Assistant Director – Digital Engagement
Responsible for:	Business Partners

Role description: To lead in reviewing and shaping the incoming demand for work items in IT Services ensuring they are clear, well understood and timely. To manage the Business Partners and work as a team to engage with the business and understand the dependencies and impact of change. Working across several areas at any one time means you'll influence multiple partners and collaborate effectively to ensure the right work is prioritised

PRINCIPAL ACCOUNTABILITIES

1. Lead, manage, promote and maintain high quality in the Digital Engagement team, engendering a culture of continuous improvement.
2. Ensure the delivery of outputs of the department.
3. Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
4. Work in partnership with other key stakeholders to ensure seamless service
5. The post holder is accountable for the design, implementation and continual improvement of the demand management process, working with senior colleagues throughout IT Services and in the wider University community to ensure incoming non-BAU work is understood, processed and communicated effectively.
6. Responsible for running and Chairing the Demand Management Forum for the department
7. Working closely with the Sussex Projects team to understand the full picture of demand on ITS resources, liaising and negotiating with resource managers within ITS.
8. Diagnosing issues and scoping requirements through analysis and effective listening, and questioning and assisting senior managers in developing substantive plans, to address issues and provide oversight of delivery
9. The role holder will play a key role as part of the Digital Engagement team in supporting the achievement of the strategic and operational goals of the University, Professional Services & the IT Services and Sussex Projects Division.
10. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.

KEY RESPONSIBILITIES

1. **Department Management and Leadership**
 - 1.1 To manage the work of the IT Business Partners and ensure they are appropriately supported.
 - 1.2 Provide management and leadership to motivate the team, clarify requirements and agree clear **task** objectives. Organise and delegate work fairly according to individual abilities and help the team focus their efforts on the task in hand motivating individual team members
 - 1.3 Ensure the availability of resources to achieve targets and objectives including the selection, induction, performance management and development of all members of the department

- 1.4 Ensure departmental understanding and application of operational standards are embedded in the departmental culture and methods of working
- 1.5 Support the development of others, providing training and coaching in area of expertise
- 1.6 Foster an ethos of continuous improvement

2. Service Delivery

- 2.1 Working within overall university policy and procedure, ensure the effective management of responsibilities in the area of expertise. Plan and allocate resources to support the achievement of departmental targets and objectives.
- 2.2 Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility.
- 2.3 Contribute the development of departmental/functional strategic planning process
- 2.4 Ensure the delivery of improvements to systems and procedures to maintain effective service delivery within area of responsibility.
- 2.5 Ensure appropriate records and documentation are maintained commensurate with policy and procedure.
- 2.6 Provide reports and other communication media internally and externally as appropriate. To undertake analysis, interpretation and presentation of complex information to inform decisions related to subject area
- 2.7 Identify critical issues when resolving problems particularly where there is complex or competing information and use analysis and a deep understanding of business drivers to make decisions and resolve problems where diverse, partial and conflicting data, with a range of potential options available.
- 2.8 Own and lead the development and continual improvement of the departmental demand planning process, providing advice or input to contribute to the decision making of others (where decisions would have an impact of defined spread which may endure for some time).
- 2.9 To receive, understand and convey complex conceptual ideas or complex information (oral and written) which may be highly detailed, technical or specialist to inform decisions related to demand within the IT Services team.
- 2.10 Understand and explore customer needs, and/or adapt the service accordingly to ensure the usefulness or appropriateness and quality of service (content, time, accuracy, level of information, cost).

3. Policy and Procedure

- 3.1 Based on a broad and deep set of knowledge and experience, interpret policy and procedure, providing advice on the application of policy as required.

- 3.2 Contribute to the shaping of policy decisions and improvement in managing the incoming demand pipeline.
- 3.3 Ensure appropriate governance is in place to enable effective understanding and prioritisation of incoming demand.

4. Customers and Stakeholders

- 4.1 Proactively work with internal and external stakeholders, colleagues or students to ensure the effective service delivery; initiate and develop relationships, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed.
- 4.2 Persuade, influence and negotiate as appropriate to further the objectives of the University
- 4.3 Collaborates with Business Analysts and Product Owners to ensure understanding of business requirements.
- 4.4 Initiate, build & leverage internal networks and maintain relationships over time, establishing communication channels for self or others to use to overcome challenges

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

INDICATIVE PERFORMANCE CRITERIA

1. Leading a team of IT Business Partners
2. No budget responsibility
3. Not responsible for any equipment or premises.
4. Responsible for the management of incoming demand for work in the IT Services department
5. The post holder reports to the Assistant Director of Digital Engagement - working under broad direction to enable the post holder to manage their own work and that of their team members, to achieve their agreed objectives. The role holder will play a key role as part of the departmental leadership team in supporting the achievement of the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
6. Supports the achievement of IT Services and Sussex Projects compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and

guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

7. Balance effectiveness and cost-efficiency in the management of any budgets the post holder is accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently

4. Person Specification

Essential Criteria

1. Educated to degree level, or other equivalent qualification, or relevant level of experience, as appropriate to the discipline
2. A detailed applied and theoretical knowledge and understanding of specialist area.
3. Effective management skills
4. Well-developed oral and written communication skills with the ability to present policy and procedure in a way that can be understood by the audience.
5. Planning and organisational skills, with the ability to delegate to team members where appropriate.
6. Well-developed interpersonal skills with the ability to effectively influence, persuade and negotiate in area of expertise, effectively contribute to team working to build and develop working relationships.
7. Analytical skills with the ability to generate effective solutions and make effective decisions
8. Commitment to customer excellence
9. Effective IT Skills on MS platform.

Essential role-specific criteria

1. Strong analytical skills and problem-solving ability
2. Ability to build senior relationships that can be used to achieve outcomes
3. Builds trust and relationships throughout wider organisational structure to facilitate work beyond the immediate technical team

4. Knowledge of technology and technology product lifecycle
5. Technical aptitude to understand new and current technologies and innovations
6. Strong collaboration capability with a focus on managing stakeholders
7. Process driven with strong attention to detail
8. Ability to work to deadlines in a complex dynamic environment

Desirable criteria

1. Knowledge of and experience in the Higher Education sector
2. Experience of demand management processes and procedures