1 Advertisement

Post Title: Platform Owner (Core Apps)
School/department: IT Services
Hours: Full time or part time hours considered up to a maximum of 1 FTE. Requests for flexible working options will be considered (subject to business need).
Contract: Permanent
Reference: 8606
Salary: starting at £43,414 to £51,805 per annum, pro rata if part time
Placed on: 28 October 2022
Closing date: 16 December 2022. Applications must be received by midnight of the closing date.
Expected Interview date: To be confirmed
Expected start date: As soon as possible

The University of Sussex is a leading academic institution nestled in the beautiful South Downs, on the outskirts of Brighton. With staff and students from over 100 countries, we are a diverse and innovative environment, and one of the highest performing universities in the world. We are also a major local employer, with a revenue of over £320m per year and over 3,000 employees.

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.

Reporting to the Head of Platforms, the Platform Owner (Core Apps) will be expected to:

- Be the subject matter expert for the products, services and vendor relationships that provide this platform capabilities.
- Serve as the voice of the customer to guide relevant teams in building new or enhanced features and capabilities with the highest business and customer impact.
- Improve productivity and impact of ERP systems, so a background working with HR and/or Finance systems would be hugely beneficial.
- Represent business needs and priorities.
- Manage the product backlog and deal with service requests.
- Incorporate feedback from business and other stakeholders to support continuous platform improvement.
• Help to bridge the gap between the technical and business teams.
• Share knowledge and skills throughout the organisation, supporting the development of colleagues.
• Collaborate with a variety of stakeholders to build product roadmaps

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.

Please contact Michelle Richardson on michelle.richardson@sussex.ac.uk 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 title: Platform Owner (Core Apps)
Department: IT Services
Section/Unit/School: Operations
Location: Shawcross, University of Sussex
Grade: 8
Responsible to: Head of Platforms, IT Operations
Responsible for: Software Administrator [G7] x 2
Software Analyst [G6] x 1

Role Description

To be the subject matter expert for the products, services and vendor relationships that provide this platform capabilities.

To serve as the voice of the customer to guide relevant teams in building new or enhanced features and capabilities with the highest business and customer impact.

Representing business needs and priorities they manage the product backlog, and incorporate feedback from business and other stakeholders to inform continuous platform improvement.

Principal Accountabilities

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<th>Lead, manage, promote and maintain high quality, Professional Services, engendering a culture of continuous improvement.</th>
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<tr>
<td>2</td>
<td>Ensure the delivery of outputs of the team.</td>
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<td>3</td>
<td>Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.</td>
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<td>4</td>
<td>Work in partnership with other key stakeholders to ensure seamless service.</td>
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<td>5</td>
<td>Act as the voice of the customer to guide all stages of platform development and lifecycle management for the products within the remit of the role, including user story development, sprint planning, and prioritisation of the platform backlog.</td>
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<td>6</td>
<td>Maintain comprehensive understanding of the roadmaps and commercial terms of solutions that underpin the platform.</td>
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In collaboration with business stakeholders, use this knowledge and understanding to inform, create and maintain local roadmaps for ongoing development and continual improvement of the platform to deliver new value to the University.

Reporting on take up / use of platform capabilities. Create and maintain plans for bringing products into service, deprecation of features and training needs.

**Key Responsibilities**

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<th>In collaboration with business stakeholders, use this knowledge and understanding to inform, create and maintain local roadmaps for ongoing development and continual improvement of the platform to deliver new value to the University.</th>
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<th>Reporting on take up / use of platform capabilities. Create and maintain plans for bringing products into service, deprecation of features and training needs.</th>
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**Departmental Management and Leadership**

1. **Provide management and leadership to motivate the department to achieve targets and objectives**
2. **Ensure the availability of resources to achieve targets and objectives including the selection, induction, performance management and development of all members of the department**
3. **Ensure departmental understanding and application of operational standards are embedded in the departmental culture and methods of working**
4. **Support the development of others, providing training and coaching in area of expertise**
5. **Foster an ethos of continuous improvement**

**Service Delivery**

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. **Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility.**
3. **Contribute the development of departmental/functional strategic planning process**
4. **Ensure the delivery of improvements to systems and procedures to maintain effective service delivery within area of responsibility.**
5. **Ensure appropriate records and documentation are maintained commensurate with policy and procedure.**
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**
7. **Identify critical issues when resolving problems particularly where there is complex or competing information and use university policy and objectives to make decisions.**

**Policy and Procedure**

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.**
2. **Contribute to the shaping of policy decisions and improvement in area of expertise.**
3. **Ensure appropriate governance is in place for area of expertise.**

**Customers and Stakeholders**

1. **Proactively work with internal and external stakeholders, colleagues or**
4.2 Initiate and develop strong working relationships, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed.

4.3 Persuade, influence and negotiate with customers/stakeholders as appropriate to further the objectives of the University.

5 Understand business and end-user needs; identify and prioritise features to be delivered to meet those needs. Provide advice and guidance on best solutions. Lead proof of concepts and prototypes.

6 Work with business stakeholders and ITS Business Relations colleagues to develop and document user stories.

7 Participate in sprint planning to determine the team’s objectives for the upcoming sprint.

8 Prioritise and maintain the platform backlog.

9 Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives; ensure the team has a clear understanding of priorities and next steps.

10 Lead the sprint review meeting to present the output from the sprint to key stakeholders.

11 Analyse feedback from sprint reviews, and other data such as end user feedback and operational metrics, to identify and understand product needs.

12 Collaborate with the relevant teams to create acceptance criteria and definitions of failures and done.

13 Collaborate with the Testing Team on the development of feature tests, test cases, and regression tests.

14 Set expectations with business stakeholders for delivery of new capabilities, features, and functionalities.

15 Pro-actively manages suppliers and vendors to ensure their work is delivered to meet Service Level Agreements, minimising and mitigating any changes that may impact University services.

17 Create and manage operational use, standards and governance for products within the remit of the role. Work with others to embed these within service delivery teams and processes (e.g. Service Desk, Technical Operation, Training).

**Indicative Performance Criteria**

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<th>1</th>
<th>Leading a team of up to 6 staff that may at any time include both permanent, fixed-term or contract staff and external vendors</th>
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<td>Does not have any budgetary responsibility.</td>
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3. Does not have any responsibilities for equipment or premises.

4. Responsible for the achievement of targets related to the development and continual improvement of a diversity of software products and project outcomes on time and to required quality standards, including applications, components and integrations that enable and underpin critical business functions.

5. The post holder reports to the Assistant Director, IT Operations, working under general direction within a clear framework the post holder will manage their own work (and possibly their direct reports) to achieve their agreed objectives. The role holder will play a key role in supporting the Divisional leadership team to achieve 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. Support achievement of the Division's/Unit's/School's 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.

2. **Person Specification**

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<td>Educated to degree level or equivalent</td>
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<td>Effective management skills.</td>
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<td>Well-developed oral and written communication skills with the ability to present complex ideas and information in a way that can be understood by the audience.</td>
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<td>Planning and organisational skills, including project management, with the ability to delegate to team members where appropriate.</td>
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<td>Well-developed interpersonal skills with the ability to quickly build rapport with the ability to effectively influence others in area of expertise, effectively contributing to team working.</td>
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<td>Analytical skills with the ability to generate effective solutions and make effective decisions.</td>
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<td>Commitment to customer service excellence.</td>
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<td><strong>Extensive and up to date knowledge and understanding of the O365 suite of productivity and communication applications and environments.</strong></td>
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<tr>
<td>Skill</td>
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<td>Broad and up to date knowledge of a range of solutions and technologies commonly used to underpin or implement productivity and collaboration services within large and complex organisations.</td>
<td>X</td>
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<td>Ability to understand complex business problems and identify and interpret business needs.</td>
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<td>Advanced knowledge of agile development methodologies.</td>
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<td>Demonstrable facilitation and influencing skills to drive decision making among stakeholders with diverse perspectives and priorities.</td>
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<td>Strong problem solving and analytical skills.</td>
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<td>Knowledge of agile planning tools (e.g. JIRA, Confluence).</td>
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<td>Previous experience working in a platform or product owner role</td>
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<td>Holds certifications relevant to a platform or product owner role (e.g. Certified Scrum Product Owner, SAFe Product Owner Certification)</td>
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