

JOB DESCRIPTION
Project/Change Manager – Student Digital Hub
Vacancy Ref: A3348

Job Title: Project/Change Manager – Student Digital Hub	Present Grade: 8P
Department/College: Student and Education Services (SES)/Information Systems Services (ISS)	
Directly responsible to: Head of Student Support and Wellbeing/Digital Services Programme Manager	
Supervisory responsibility for: Project Leads	
<p>Other contacts</p> <p>Internal: University senior management, Heads of Department, College Principals, academic and professional services staff working in faculties, colleges and departments, central services staff, ISS and Library staff, students.</p> <p>External: Students’ Union, suppliers of infrastructure services, software and consultancy services, staff in other HEIs.</p>	
<p>Major Duties:</p> <p>Project/Change Manager for the LU Student Digital Hub project. The LU Student Digital Hub will be an online ‘one stop shop’ for students: a comprehensive knowledgebase for all relevant information, both centrally provided and ‘locally-owned’ specific to a programme of study or college, with built in query submission function (Connect Lancaster) and enhanced by online chat bot functionality and live online chat with staff.</p> <p>This is a major change project and will involve two stages: 1) co-design of a new structure for the ‘Hub’ as an online interface for students; 2) creation of templates for provision of comprehensive information for students from all relevant areas to build the comprehensive knowledgebase, and supporting staff to move information into this new structure. The Project/Change Manager will play the principal role in leading change and delivering the aims of the project, facilitating co-design and engagement of stakeholders from all areas of the University, and working with those stakeholders to identify challenges and barriers and find solutions. The Project/Change Manager will line manage the Project Leads and ensure that as a team they take a hands-on approach to implementation.</p> <p>Responsibilities include:</p> <ol style="list-style-type: none"> 1. Definition of project requirements and identification of all stakeholders. 2. Project planning including key milestones, project timescales and mitigations for missed deadlines or non-delivery. 3. Risk management. 4. Leadership of the assigned project team members and all internal and external stakeholders forming part of the wider project team involved in planning and executing the project. 5. Facilitate co-design and co-delivery of the project with internal stakeholders including Information Systems Services, faculties, departments, colleges, central professional services, the Students’ Union. 6. Take a pro-active and hands-on approach to delivering the project, working alongside the project team and business owners to support departments, colleges and services to deliver material and content in the agreed template. 7. Prioritisation of stakeholder requirements and negotiation of schedule and deliverables. 8. Communication, influencing, negotiation and liaison with all internal and external stakeholders. 9. Management of project activities delivered by internal stakeholders. 10. Project control, resource management, resource negotiation and management reporting. 	

11. External engagement to ensure the project is informed by best practice both within and external to the HE sector.
12. Other duties as required.