

Job Description

Post/Job Title:	Staff Intranet & Projects Manager
Postholder:	
Ref:	30462/HR79
School/Professional Service:	Human Resources and Organisational Development
Group/Section:	Organisational Development
Location including building:	Office is based at Talbot Campus, but post holder is expected to work at various staff development venues as required by BU
Normal hours per week:	Full-time (Some flexibility will be required in order to ensure that key time scales and deadlines are met).
Duration if temporary:	Fixed-term for up to 12 months
Grade:	7
Accountable to:	Head of Organisational Development

The Organisational Development (OD) Team have a key role in delivering the objectives in the University's Strategy, and in particular the people elements in relation to Organisational Development and staff engagement. The post holder will work under the direction of the Head of Organisational Development to manage the Staff Intranet, and to manage projects and initiatives relating to the implementation of the People Strategy.

Job Purpose

Staff Intranet

To manage the current Staff Intranet. The purpose of the Bournemouth University Staff Intranet is to provide an environment for: (i) staff collaboration; (ii) where staff can communicate up, down and across the organisation; and (iii) where staff can locate information relevant to their role in order to engage them in the life and development of the organisation.

To work with stakeholders in OD, HR, IT Services, Marketing & Communications and end users as we work towards the creation of a new Digital Workspace.

Project Management

To support the Organisational Development and Human Resources Teams in developing project plans and objectives for a number of projects aligned to the People elements of the University's Strategy, and will manage the projects to ensure that stakeholders are engaged and the projects are delivered on budget and on time, with due respect given to the interdependencies between projects.

Main Responsibilities

Staff Intranet: Strategic Responsibilities

Work with the existing Content Management System (Terminal 4) and internal stakeholders across the organisation to ensure that the Staff Intranet reflects the organisation's Vision, Values and Strategy and provides an environment to support and engage staff in delivering the agenda for BU2018 and to support staff engagement as we develop a new Strategy to 2025.

Support the project team in developing and implementing work streams for the proposed digital workspace or future enhancements

Work with the Internal Communications Team and other stakeholders to develop a Communications Plan to support any on-going development and enhancement of the Staff Intranet environment and progress towards a Digital Workspace

Keep abreast of Staff Intranet trends and good practices, developing awareness of what is happening in the marketplace in order to:

- Effectively manage the development of the current Staff Intranet, including publicising the Staff Intranet, communicating wins and initiatives and responding to feedback to help staff to use the Staff Intranet effectively.
- Support the Digital Workspace Steering Group by facilitating people to 'let go' of old ways and embrace new and improved practices (for example thorough workshops and focus groups) as we work towards a new Digital Workspace.

Measure the impact of the Staff Intranet on the organisation and staff engagement by identifying measures and undertaking evaluation against the Staff Intranet's purpose of providing an environment in which staff can locate information relevant to their jobs, where staff can communicate up, down and across the organisation, and providing a medium for staff collaboration

To manage the expectations of stakeholders of the Staff Intranet. This will be done by providing opportunities for information, communication and collaboration and identifying and implementing solutions to topical issues and problems, for example by using information from: Google Analytics, focus groups, card sorts and eye tracking to make recommendations for improvements.

Staff Intranet: Operational Responsibilities

To manage the Staff Intranet Environment by:

- Working with Staff Intranet Content Owners, Authors and Editors, leaders, managers and other stakeholders to achieve the goals of the Staff Intranet for collaboration, communication and information. For example by:

- Linking with stakeholders to ensure that technical environments, such as the website, the virtual learning environment, e-learning platforms and the student portal are linked and connected to facilitate ease of navigation between environments.
- Keeping abreast of how other systems, such as Sharepoint, are accessed via the Staff Intranet, who owns the information within them, what information is duplicated on the Staff Intranet, and identifying how best to store and connect information

To draft, write, audit and review the architecture of, and content on, the Staff Intranet to ensure that content is up-to-date and timely, for example to work with Content Owners to ensure that all policies and procedures are up-to-date

Utilise the federated model to manage updating and maintenance of content for the Staff Intranet. Work with the project team to identify and support content for migration to the new Digital Workspace if and when appropriate.

Work with the Digital Vision Steering Group and Digital Workspace Group to ensure that clear links and dependencies between projects are appropriately managed

To work with technical specialists within the IT department to ensure the effective operation of the Staff Intranet and to ensure that the technical capacity (for example Blog functions) are used to their full potential

Manage the Content Owner/Author/Editor Community by establishing and managing individual relationships and via a regular Staff Intranet User Group for Content Owners, Authors and Editors to provide a forum for discussion on ways to engage the audience of the Staff Intranet to ensure that it is meeting the needs of its end users

To provide staff development opportunities for current and new Staff Intranet Content Owners, Authors and Editors

Facilitate user groups and focus groups to gather feedback in order to continually improve the content and usage of the Staff Intranet, using a combination of online surveys and face-to-face approaches

Collect, analyse and interpret data collected from stakeholders in order to inform future developments of the Staff Intranet

Ensure that Staff Intranet content is AA Compliant and work with Content Owners, Authors and Editors to meet the compliance criteria

Use Google Analytics and feedback from staff to analyse usage of the Staff Intranet, to identify trends and to make recommendations to the Head of OD for improvements to the Staff Intranet

Organisational Development Projects Manager

Under the direction of the Head of Organisational Development work with stakeholders in HR&OD to:

- Utilise project documentation for initiating and managing projects
- Clarify project objectives
- Establish baselines for evaluation with the OD Managers

- Use Critical Path Analysis to develop project plans and associated work streams for all of the projects and actions for which the OD team are responsible as identified in the University's Strategic Plan, People Strategy and HR&OD Delivery Plan
- Identify and manage interdependencies between plans

Work with the OD Programmes Co-ordinator to ensure that there is an appropriate balance of work across the department at any one time, that projects and programmes are delivered within budgets and timescales and that any concerns are escalated to the HOD as appropriate

Define, document and successfully implement project plans in line with the University's project processes.

Identify project risks and recommend creative and other solutions to mitigate risks through applying experience of similar project implementation and use of influencing and persuasive skills.

Provide regular written and verbal reports on project progress to the HOD and Associate Director of Human Resources as required. Raise issues that could affect project success with HR&OD Managers in a proactive, timely and effective manner

Communicate routine progress on projects to the HOD and other stakeholders at weekly OD Team Meetings

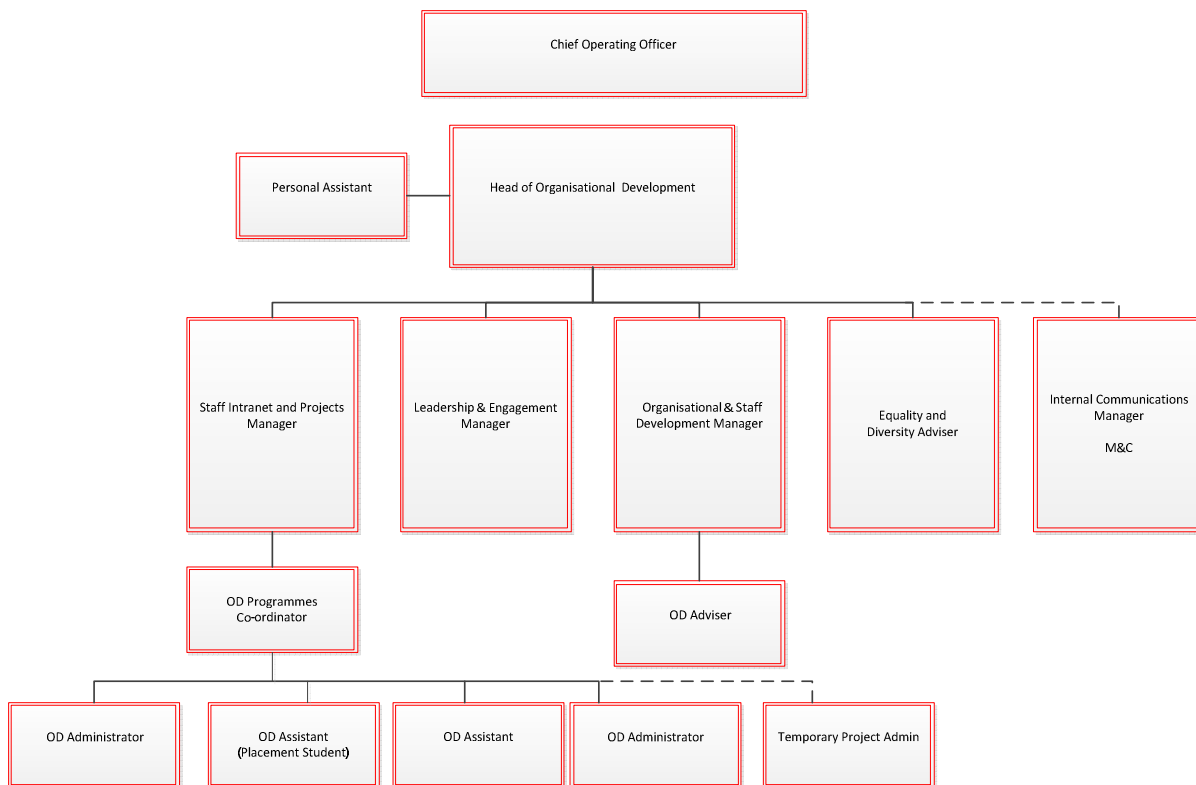
Work with the Internal Communications Manager to develop Communications Plans for each project or work stream as appropriate

Other

Undertake a programme of continuing professional development in order to stay up-to-date personally and professionally

Any other tasks and responsibilities compatible with this post and as required by the HOD

Organisation Chart



Contacts

Internal:

Leaders, managers and staff across the organisation at all levels

Business Analysts and technical specialists within IT Services

Internal Communications Manager

Chief Operating Officer

Associate Director of Human Resources

Content Owners, Authors and Editors. There are currently around 80 Content Editors.

External:

Owners of Staff Intranets within other organisations

Challenges

Balance strategic and operational responsibilities for the Staff Intranet

Service both organisational development and internal communications needs

Broad degree of organisational responsibility in many areas of the business

Manage expectations – leaders, staff, content owners and authors, users, project board, sponsor

Need to work across all departments

Need to engage all managers and staff

Need to engage owners of content for the Staff Intranet and deal with sensitive issues between old and new technologies

Manage or engage with multiple initiatives simultaneously

The need to challenge the assumptions of leaders, managers and staff in order to successfully execute the Staff Intranet and develop OD project plans

The need to plan for and to meet deadlines in a fast-changing environment

The need to balance a methodical and logical approach with the ability to work flexibly and creatively depending on the requirements of a particular situation

Balance working with the new Staff Intranet with engaging staff in any future changes that will be delivered via a new Digital Workspace.

Additional Information

NB: The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

All employees have an obligation to be aware of the University's Environmental Policy, Carbon Management Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner.

January 2017

Post / Job Title: Staff Intranet & Projects Manager		Post No: 30459/HR79
School / Service: HR & OD		Date: March 2017
SELECTION CRITERIA		Essential / Desirable
Knowledge (including experience & qualifications)		
Experience of developing and managing a Staff Intranet environment in a large and complex organisation		E
Experience of staff engagement initiatives within an organisational context		E
Extensive experience of project planning and management		E
Experience of resource and budget planning		E
Evidence of the successful completion of projects in a business or HE environment		E
Evidence of detailed planning and risk management in project contexts		E
Evidence of achieving objectives and deadlines in complex and fast changing environments		E
Evidence of influencing and persuading project stakeholders		E
Experience of administering Content Management Systems where they have managed user groups/roles and permissions as well as configuring workflows		E
Can demonstrate experience and use of user experience techniques to refine and maintain a good Information Architecture, to support an evolving and growing Intranet		E
Has a basic understanding of web technologies such as HTML, Client-side Scripts, Server-side technologies, CSS = cascading style sheet and HTTPS		E
Experience of developing, implementing or working with Digital Workspaces. Or willingness to undergo appropriate development		E
Awareness of web accessibility guidelines and as well as a high level technical understanding as to how requirements can be achieved		E
Experience as a Business Analyst		D
Experience of quantitative and qualitative data collection and analysis		D
Experience of working in an HE environment		D
Skills		
Excellent communication skills		E
Strong project planning and management skills		E
Strong time management skills		E
Strong analytical skills		E
Problem solving skills		E
Facilitation skills		E
Influence and persuasion skills		E
Excellent written and verbal skills		E
Attributes		
Ability to forward plan and to meet deadlines		E
Flexibility to respond to the changing requirements of the organisation and to adjust project plans where necessary		E
Ability to interact professionally with a wide group of stakeholders		E

Ability to understand business needs and to translate them into specific requirements	E
Ability to balance a methodical and logical approach with the ability to work flexibly and creatively depending on the requirements of a particular situation	E
Ability to work effectively in groups and teams as well as on own initiative	E
Confidence in using and developing new technologies	E
Confidence in using and implenting Digital Workspaces	D