

RECRUITMENT PACK

This document includes the following information:

- Job Description
 - Person Specification
 - Additional information
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Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (e.g. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- We recommend that you take a copy of this recruitment pack to help with your preparation.

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation [DisabledGo](#) who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206 873461/873521/874588) for help.

Closing Date: 22 July 2018

Interviews are planned for: 20 August 2018



JOB DESCRIPTION – Job ref REQ01502

Job Title and Grade:	Senior Project Officer (Cloud and Email Services) Grade 7
Contract:	Fixed-term, full-time for 12 months due to a temporary funding source
Hours:	A notional minimum of 36 hours per week
Salary:	£29,799 – £32,548 per annum
Department/Section:	IT Services
Responsible to:	Director of IT Services
Reports on a day to day basis to:	Cloud Services Specialist
Purpose of job:	To assist in the development and implementation of specific IT Services projects to enhance IT Services' operational and service delivery to the whole University.

Duties of the Post:

The main duties of the post will include:

Project management and delivery

1. Working closely with the project managers to coordinate, deliver and/or administer the projects, assisting with tasks as and when required such as:
 - Organising and running project meetings;
 - Writing project reports;
 - Keeping track of project progress;
 - Taking meeting notes and organising sharing of information.

Information gathering and analysis

2. Noting down attitudes, issues and barriers to project progress in meetings and other communications.
3. Assessing information and working with project managers to suggest approaches to the project.
4. Documenting processes and procedures as required to roll out to IT Services team members.
5. Facilitating focus groups to gather information where required.

Team work, collaboration and liaison

6. Working collaboratively with members of IT Services and other University teams and individuals who make use of IT Services to:
 - Understand user needs and requirements;
 - Understand the challenges and opportunities for IT Services staff and build on these where possible;
 - Encourage and facilitate new dynamics in working relationships within the section.

Communications

7. Keeping all project members up-to-date with project progress and delivering on the stakeholder communication plan.
8. Liaising with the Communications Officer to help deliver any public communication about changes that will be implemented as a result of the projects.
9. Supporting the project managers in responding to queries about project work.

Administration and IT

10. Delivering high levels of organisation and accuracy in all aspects of work with due regard for data protection, confidentiality and sound project management approaches.



Other

11. Any other duties as may be assigned from time to time by the Director of IT Services or their nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

Terms of Appointment:

For a full description of the terms of appointment for this post please visit:

<http://www.essex.ac.uk/hr/current-staff/terms.aspx#>

June 2018



PERSON SPECIFICATION

JOB TITLE: Senior Project Officer (Cloud and Email Services)

Qualifications /Training

	Essential	Desirable
▪ A degree or equivalent qualification/experience.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Postgraduate level qualification or qualification in project management.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ A track record of working successfully in a relevant area (for example managing or supporting an IT project).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of developing and writing reports, processes and procedures in an easily digestible format.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of supporting the successful delivery of projects and/or initiatives to targets. Awareness of project management techniques and approaches.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Knowledge of the UK higher education sector including understanding of how IT service teams support and enable success.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of working with a wide range of technical staff and IT users.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of running successful workshops or meetings to implement process change.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Understanding of cloud-based storage solutions (e.g. Dropbox, Box, OneDrive).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Knowledge of Office 365/Microsoft Exchange hybrid email infrastructure environment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Excellent written and oral communication skills with the ability to gather information and engage parties from a variety of different teams and sections.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to deliver complex ideas or information clearly and concisely to various audiences.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ An ability to work autonomously as well as part of a team, and confidence to build good working relationships with colleagues from a variety of backgrounds.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Proven ability to work proactively and under own initiative to design and implement strategies to engage technical staff in process change.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Good IT skills e.g. use of web-based technologies and Microsoft Office applications.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent organisational and administrative skills and the ability to manage multiple priorities whilst retaining attention to detail.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Confidence to highlight issues to the project manager and discuss ways forward.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<ul style="list-style-type: none"> ▪ Takes an approach which encourages others to excel; building good working relationships and setting an example through their professional attitude and behaviour. 	☒	☐
<ul style="list-style-type: none"> ▪ Identifies and develops areas of improvement and innovation. 	☒	☐
<ul style="list-style-type: none"> ▪ Provides feedback, ensuring that criticism is constructive and useful. 	☒	☐
<ul style="list-style-type: none"> ▪ Sets and communicates clear goals and consistently works well with a variety of people. 	☒	☐
<ul style="list-style-type: none"> ▪ Continually improves self and others; identifying weaknesses in procedures and processes and suggesting helpful changes. 	☒	☐
<ul style="list-style-type: none"> ▪ A willingness to try new methods and options and contribute constructively to the development of the strategic approach, as well as considering and responding effectively to the feedback of others themselves. 	☒	☐
<ul style="list-style-type: none"> ▪ A positive outlook, flexible and enthusiastic approach. 	☒	☐
<ul style="list-style-type: none"> ▪ Always seeking to calm difficult and challenging situations whilst ensuring effective delivery using appropriate tone and body language that others can understand and engage with and an approach that recognises the value of Higher Education and centres on delivering services with student benefit at their heart. 	☒	☐

Other

	Essential	Desirable
<ul style="list-style-type: none"> ▪ Ability to meet the requirements of UK 'right to work' legislation*. 	☒	☐

* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

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ADDITIONAL INFORMATION

IT Services

Further information regarding the department may be found at the following link:
<http://www.essex.ac.uk/it/>

General information

Informal enquiries may be made to Jon Relph, Cloud Services Specialist (telephone: 01206 872330, e-mail: jon.relph@essex.ac.uk). However, all applications must be made online.

Several University IT projects are underway or in the project pipeline. This Project Officer (Cloud and Email Services) post is required to focus initially on the following two IT projects either consecutively or at the same time:

- The cloud storage, sync and storage project using Box technology needs coordinating to launch the service to all University members and departments;
- The existing email infrastructure is based upon a hybrid Microsoft Exchange, Office 365 and Linux-based Exim environment. This needs to be updated to better serve our current and future requirements.

People Supporting Strategy

Please find a link to the People Supporting Strategy following:
<https://www1.essex.ac.uk/restricted/staff/documents/strategy/people.pdf>

Pay and benefits

We advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The university salary structure includes automatic pay progression within the published grades, subject to service and performance. In addition to this, there are performance related annual pay review schemes in place.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development Family Friendly policies
- On campus childcare facilities, for more information visit www.wivenhoeparkdaynursery.co.uk
- Childcare vouchers
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension, childcare and bicycle schemes)

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