

## Role Description

### Systems and Projects Manager

June 2022

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<b>Division:</b>	<b>Chief Executive's Department</b>
<b>Unit/Section:</b>	<b>Business Transformation Team</b>
<b>Salary:</b>	<b>TEP10</b>
<b>Reporting to:</b>	<b>Head of Business Transformation</b>

#### **Purpose of Role:**

To manage the Systems Team.

To lead on technology projects to support divisional and central services across TEP, working with a variety of internal and external stakeholders, and third party suppliers.

To set up and maintain the project management framework for the Business Transformation Team.

To provide advice, support and guidance to all TEP users on all companywide systems.

To deliver and maintain information, guidance and training for all TEP staff.

To support the delivery of the Strategic Systems Plan.

**Please note:** This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

## Annex A: Main duties and responsibilities:

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1. To operationally manage the Systems Team in its role of delivering systems and project support company-wide
2. To support and provide guidance to the team with complicated queries. Respond to queries where necessary
3. To manage projects across TEP and develop a project management framework, working within PRINCE2/Agile methodology, offering support and advice to colleagues of all levels and managing the project from inception to implementation
4. To liaise with third party suppliers; managing contracts and SLAs
5. To respond to and make immediate, accurate decisions relating to IT incidents
6. To research and respond to new technologies, determining suitability and benefits for TEP
7. To provide help, support and guidance to all TEP users on all companywide systems (including but not limited to) TRACE, Team Sites, SharePoint, CRM and Cinolla
8. To provide management reports on a regular and adhoc basis
9. To lead on NexTEP (the company intranet) for TEP; maintaining configuration, reviewing service subsites and offering advice on content and design in collaboration with the Executive Business Support Team
10. To write procedures and user guidance documents
11. To train colleagues of all levels on companywide systems
12. To undertake adhoc systems and/or project management/support tasks when required
13. To support and deputise for the Head of Business Transformation where necessary

## Annex B: Person Specification

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	MINIMUM
<b>QUALIFICATIONS</b> <i>(if essential)</i>	<ul style="list-style-type: none"><li>• Level 4 Diploma or equivalent or proven ability to do the job</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of IT project management</li><li>• Experience of team management</li><li>• Collaborating with internal and external stakeholders</li><li>• Managing and administering SharePoint</li><li>• Coordinating cross-team working groups</li><li>• Communicating with internal customers at all levels</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Ability to work on own and as part of a team</li><li>• Excellent project management</li><li>• Excellent Excel skills</li><li>• Good written and verbal communication skills</li><li>• Excellent understanding and delivery of effective communication</li><li>• Excellent IT skills</li><li>• Good organisational skills</li><li>• Good customer relationship skills</li><li>• Good analytical skills</li><li>• Good report writing skills</li><li>• Good business case/requirements writing skills</li><li>• Ability to maintain confidentiality</li><li>• Ability to learn and work confidently with new IT systems as required</li><li>• Ability to identify gaps and development opportunities</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Understanding of TEP Strategic Systems Plan</li><li>• Good understanding of Microsoft applications</li><li>• Good understanding of SharePoint</li><li>• Good understanding of project management methodologies (PRINCE2/Agile)</li></ul>

## Annex C: Company Values and Expectations

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At The Education People we are guided by our shared values:

- **Moral Purpose:** We are driven by our shared moral purpose to do all that we can, both directly and indirectly, to improve educational outcomes and life chances.
- **People First:** We are committed to always putting people first: our staff, clients and partners, and above all, the people we serve.
- **Stronger Together:** We believe in the power of partnership and collaboration, understanding that the very best outcomes are delivered only when we embrace challenge and work together – with each other, our clients and partners.
- **Excellence:** We strive to excel in the delivery of high quality services that produce lasting outcomes: balancing pace, precision, practicality and cost.
- **Spirit of Innovation:** We have a restless curiosity; we embrace every opportunity to learn, to challenge the status quo, and to seek to set new standards for outcomes and delivery.
- **Integrity:** We expect the highest standards of professionalism and integrity of ourselves and others, acting at all times within the ethical framework of our values.