

JOB DESCRIPTION

Job Title:	Strategic Planning Manager (Initiatives)
Department / Unit:	Strategic Planning Department
Grade:	RHUL 8
Accountable to:	Acting Head of Strategic Planning (Policy Support)
Purpose of the Post	
<p>The role sits within the Strategic Planning department at Royal Holloway, University of London. This team is responsible for providing management information and project management support to the College as part of the strategic planning process and the delivery of the College’s strategic objectives.</p> <p>The post holder will play a significant role in the management of business change initiatives and improvements to institution-wide processes and practices in support of strategic objectives.</p> <p>Key areas of responsibility</p> <p>Managing and supporting strategic change initiatives in order to:</p> <ul style="list-style-type: none"> • Make more effective use of the skills and experience of staff. • Improve levels of service and satisfaction. • Deliver operational efficiencies and effective use of resources. • Embed a culture of continuous improvement. 	
Key Tasks	
<p>Manage major strategic change initiatives</p> <ol style="list-style-type: none"> 1. Drawing on expertise and training in project management methodologies, manage strategic initiatives within agreed timescale, cost and defined quality standards. 2. Gather and organise complex information and data to identify underlying issues and their causes and provide solutions to rectifying these, considering factors such as cost, benefits, risks, timing, buy-in, goals and values. 3. Ensure that there are effective feedback mechanisms in place by championing a consultative and partnership approach to the development of plans and implementation of change. 4. Prepare evidence based business cases, including the creation of appropriate documentation for submission to the University’s governance process. 5. Identify interdependencies between major IT projects and change initiatives, ensuring stakeholders are consulted and fully engaged and the wider impact of projects and change initiatives are planned for. 6. Create Communication Plans targeted to all stakeholders. 	

7. Prepare and present reports on project progress, to governance bodies and members of the senior management team
8. Assign roles to project team members and delegate activities as appropriate; monitor achievement and escalating issues appropriately to ensure delivery of the business benefits.
9. Establish business requirements using interviews, workshops, one to ones, surveys, business analysis and review, as appropriate.
10. Apply a wide range of improvement techniques and tools to review existing business processes, develop 'to-be' process maps and support implementation of process change. This will include: process mapping, root cause analysis, cause and effect analysis and application of prioritisation techniques.
11. Ensure that wherever appropriate, best practice across the sector is explored, documented and put forward for implementation.
12. Identify, assess and monitor risks and impact associated with initiatives, recommending mitigating actions as appropriate.
13. Identify and agree training needs for each phase of project implementation in order to support effective change management
14. Chair project meetings, set the agenda, take minutes and ensure all actions are followed up.
15. Agree and monitor project budgets and resource.
16. Provide constructive and timely responses to requests from members of the College senior management
17. Provide ad hoc project management advice and support to senior management as required.

Promote and develop project and change management capability across the College

18. Working closely with colleagues from IT and Estates, promote sound project management standards and change management methodologies, aligned with best practice applied across the College.

Support the development of a culture of process improvement across the College

19. Assist in the development the Royal Holloway approach to process improvement (drawing on methodologies such as Lean or Six-Sigma). This will include the development and maintenance of a 'toolkit' of templates and guidance handbooks as well as website support and advice
20. Deliver training, facilitate events and coach colleagues using a variety of lean business enhancement tools.
21. Champion the concept of 'continuous improvement' across the College

Other

22. Keep abreast of current local, regional, national and international policy developments and initiatives relevant to the College and appraise colleagues as appropriate.
23. As the needs of the College change the above job profile, duties and location of the role within the College will be adjusted accordingly.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.