



Job Description and Person Specification

Summary

Job title:	Programme Manager – Student Record Systems Project
Area:	Project Management Office
Reference:	EHA1552-0326
Grade and Salary:	Grade 10. Points 41-45. £53301 - £59966 per annum.
Contract Type:	Fixed Term until 31/07/2027
Hours:	Full Time (36.25 hours per week)
Location:	Hybrid role with a base at the Ormskirk campus (Lancashire, L39 4QP)
Accountable to:	Programme Sponsor, SRS Project
Reporting to:	Associate Director of Business Transformation

About the Role

Shape the future. Drive the change. This position provides a full-time secondment opportunity to manage the Student Record System Project as Programme Manager.

You will be accountable for leading the university-wide Student Record Systems (SRS) programme, integrating and optimising student administration systems. This role ensures effective, user-friendly, and compliant solutions for students, academic staff, and administrators.

Responsibilities include strategic leadership, stakeholder management, resource and budget oversight and alignment with digital transformation goals. You will apply process reviews and change management, supporting sponsors, project teams, and colleagues.

You will serve as the primary advisor to senior sponsors, facilitating informed decision-making across projects, process reviews, benefits realisation and change management initiatives. The postholder will play a role in the overall leadership and management of a comprehensive programme and ensure the development of a customer-focused team, demonstrating shared values and commitment to University objectives.

Working arrangements: This role may be offered on a hybrid basis, with an expectation of attendance on site. Working patterns can be discussed and agreed with the recruiting manager upon appointment.

Duties and Responsibilities

Key Deliverables

1. Full implementation of the Ellucian Banner SaaS system, with a successful cutover and stabilisation phase.
2. Standardised and streamlined processes across all areas of the student lifecycle.
3. Increased staff confidence and capability through targeted training and engagement.
4. Improved student experience through modernised, efficient, and transparent processes.
5. A sustainable operating model with reduced technical debt and improved agility

Programme, Leadership and Governance

1. Direct the end-to-end planning, execution and oversight of the SRS Project, including allocating resources, scheduling, managing risks, and performance reporting.
2. Ensure that the SRS Project is strategically aligned with the university's institutional priorities, regulatory requirements and digital transformation objectives.
3. Establish and maintain robust governance frameworks, providing regular updates and insights to senior stakeholders and programme boards.
4. Build, inspire, and develop a high-performing project team by fostering a culture of collaboration, accountability, and continuous improvement. Provide targeted training and development to enhance team capability, engagement, and delivery.
5. Own and manage the master project plan, including dependencies, risk register, change control, and benefits realisation. Ensure all associated documentation, communications, and escalations are handled effectively and transparently.
6. Coordinate and integrate all project workstreams to enable seamless delivery across functions, clearly articulating how each initiative contributes to strategic objectives and measurable business outcomes.

Stakeholder Management

1. Act as the primary liaison between University Sponsorship, the Programme Board, and operational teams, supporting the Project and Executive Sponsors in shaping strategic direction and articulating the programme's business case and institutional impact.
2. Conduct comprehensive stakeholder analysis and cultivate strong, trust-based relationships with academic, administrative, and professional services stakeholders. Serve as the central conduit between technical teams, business owners, and senior leadership to ensure sustained sponsorship, alignment, and transparency throughout the programme lifecycle.
3. Establish, nurture and manage the relationship with Ellucian and all other delivery partners and third-party suppliers, overseeing performance against contractual deliverables and proactively escalating issues to safeguard delivery timelines and quality.

4. Prepare and deliver high-impact programme updates, dashboards, and documentation for Programme Board and Executive-level meetings, enabling informed decision-making and strategic oversight.
5. Coordinate cross-functional delivery activities—including implementation, integration, and data migration—ensuring clear ownership, accountability, and seamless collaboration across all partners.
6. Champion user engagement by facilitating meaningful involvement of students and staff, ensuring that solutions are user-centric and aligned with the University's change management, testing, and adoption strategies.

Project Delivery

1. Oversee the implementation, configuration, and seamless integration of the student record system with existing university platforms.
2. Champion the use of best practice methodologies to ensure consistent, high-quality programme delivery.
3. Forecast, plan, and monitor key project milestones, deliverables, risks, and the realisation of expected benefits across all initiatives.
4. Provide strategic oversight of project resources—including project managers, analysts, technical leads, and change and training specialists—ensuring milestone achievement, effective prioritisation, and optimal use of staff capacity.
5. Take ownership of assigned projects with expert guidance on processes, tools, and techniques, covering strategic alignment, scheduling, risk and issue management, benefits realisation, and lessons learned.
6. Ensure subject matter experts (SMEs) are fully briefed and engaged at the right stages of the project lifecycle to maximise impact and insight.

Process and Operating Model Improvement

1. Be accountable for the evaluation and redesign of student lifecycle and support processes to align with Banner SaaS best practices.
2. Promote the adoption of efficient, standardised, and sustainable processes, minimising unnecessary customisations and technical debt.
3. Ensure all business process changes are thoroughly documented and embedded within the University's operating model.

4. Collaborate with academic and professional services leaders to prepare teams for the transition to new systems and ways of working.
5. Analyse current and future-state processes, guide options appraisal, recommend enhancements, and lead the implementation of agreed improvements.
6. Identify opportunities for continuous process optimisation and champion the adoption of system upgrades.
7. Facilitate cross-functional collaboration to foster ownership, engagement, and commitment to new operational practices.

Change Management and Communication

1. Accountability for the development of the change management and communication strategy, encompassing stakeholder engagement, training, and user support.
2. Design, plan, and coordinate change initiatives that align with strategic goals and deliver measurable impact.
3. Adopt a hands-on approach to accelerate delivery of change activities while remaining attuned to the human side of transformation.
4. Oversee the development and deployment of training materials and user support resources to ensure readiness and confidence.
5. Manage the onboarding experience for students and staff into Banner, ensuring a smooth transition and clear understanding of the system's benefits.

Testing, training and Benefits Realisation

1. Take ownership of the full testing lifecycle—including system, integration, and user acceptance testing—to ensure solution readiness and data integrity.
2. Oversee the design and delivery of tailored training programmes in collaboration with SMEs and change leads.
3. Track and report on the realisation of programme benefits, including efficiency gains, process improvements, and user satisfaction, providing regular updates to the Programme Board.
4. Conduct post-implementation reviews and embed lessons learned into future operations and continuous improvement efforts.

Financial and Resource Management

1. Manage programme budgets with a focus on value for money, transparency, and strategic resource allocation.
2. Accountable for end-to-end project financial oversight, encompassing account management, budget reporting, accurate forecasting, and invoice approvals in collaboration with Finance to ensure financial control and transparency.
3. Oversee procurement activities for software, consultancy, and third-party services, ensuring alignment with project needs and compliance with procurement policies.
4. Maintain accurate financial records and administer project finances in accordance with University and professional standards.

Quality Assurance and Compliance

1. Ensure all deliverables meet defined quality standards, comply with data protection legislation (including GDPR), and adhere to accessibility requirements.
2. Conduct structured post-implementation reviews and lessons learned exercises to inform future initiatives.
3. Provide assurance to executive leadership that programme controls and governance mechanisms are robust and effective.
4. Build and maintain external networks to share insights, benchmark performance, and incorporate best practices into project delivery.

In addition to the above all Edge Hill University staff are required to: adhere to all University policies and procedures; complete all mandatory training and induction modules, including Equality & Diversity and Health & Safety; engage in appropriate learning and development activities; actively participate in performance review; demonstrate excellent customer care; contribute to an inclusive environment for everyone; respect confidentiality; act in a sustainable and environmentally conscious manner; and proactively consider accessibility in all aspects of your work.

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Person Specification

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

Qualifications

Criteria	Essential or Desirable Criteria	Method of Assessment
Degree or equivalent training/experience, plus significant hands-on experience in a similar or related role(s).	Essential	Application
Project Management practitioner qualification in Agile, Prince 2 or equivalent.	Essential	Application
Lean Six Sigma professional certification or knowledge of equivalent process mapping, data analysis to streamline operations, waste reduction and efficiency improvement methodologies.	Essential	Application

Experience and Knowledge

Criteria	Essential or Desirable Criteria	Method of Assessment
Proven experience in successfully managing, mentoring, and developing teams, fostering collaboration and high performance.	Essential	Supporting Statement and Interview
Experience in leading through strategic and cultural change, shaping organisational direction, and inspiring teams to embrace transformation and achieve successful outcomes.	Essential	Application and Supporting Statement
Experienced in managing multiple, competing priorities across diverse projects and programmes, setting clear direction and goals while applying initiative and sound judgement	Essential	Application, Supporting Statement and Interview

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience of developing high-quality documentation, models, and frameworks to effectively communicate complex information.	Essential	Application, Supporting Statement and Interview
Experienced in developing and delivering training materials, guidance documents, and communications, as well as leading training sessions and briefings to support staff and stakeholders through change.	Essential	Supporting Statement
Proven ability to build and maintain productive vendor partnerships, ensuring value and alignment with organisational goals.	Desirable	Supporting Statement
Higher Education sector experience, with a clear understanding of its structures, challenges, and operational frameworks.	Desirable	Supporting Statement and Interview
Proficient in business process mapping and enhancement, as well as in the use of project management and business architecture tools and techniques (e.g., MS Project, MS Visio).	Desirable	Application and Interview
Track record of successful system implementation, including student record systems or equivalent enterprise solutions.	Desirable	Supporting Statement

Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
Exceptional interpersonal and communication abilities: Demonstrated success in influencing and negotiating effectively with senior stakeholders, as well as in gathering, analysing, and presenting complex information. Skilled in producing clear, concise reports and delivering engaging presentations. Committed to diversity and adept at leveraging a wide range of interpersonal skills to foster collaboration and achieve shared objectives.	Essential	Application, Supporting Statement and Interview

Criteria	Essential or Desirable Criteria	Method of Assessment
Strong organisational and planning expertise: Experienced in both short- and long-term planning, with a proven record of managing time, cost, scope, and impact within defined tolerance levels. Ensure timely submission of change controls to support governance decisions and maintain programme alignment within agreed parameters.	Essential	Application and Interview
Sound judgement and problem-solving ability: Adept at developing effective responses to complex and sensitive issues where no established precedent exists. Skilled in interpreting management information and data to support well-informed decision-making.	Essential	Application, Supporting Statement and Interview
Strategic and operational leadership: Capable of bridging strategic vision and operational delivery, leading by example through ownership, accountability, and responsibility. Consistently uphold and promote high standards across all project activities.	Essential	Application and Interview
Innovative and solution-focused: Creative, proactive, and resourceful in applying available assets – including people, information, networks, and budgets – to deliver effective outcomes and drive progress.	Essential	Application, Supporting Statement and Interview
Commitment to continuous improvement: Demonstrated ability to nurture a culture of excellence and ongoing development. Maintain a positive, open-minded, and forward-looking attitude, underpinned by strong motivation and dedication to success.	Essential	Interview

Candidate Guidance and How to Apply

Join our team at Edge Hill University! We're looking for talented individuals to join our dedicated and supportive community and make a difference to our students. At Edge Hill we value the benefits a rich and diverse workforce brings and welcome applications from all sections of society.

Have any questions?

For informal enquiries about this vacancy, please contact Neil Morris, Director of Digital Transformation at Neil.Morris@edgehill.ac.uk

Ready To apply:

1. Go to our jobsite - <https://jobs.edgehill.ac.uk/Vacancies.aspx>
2. Find the role you wish to apply for.
3. Click the "**Apply Online**" button on the job advert and follow the easy steps to prepare and submit your application.

Key points:

- **Closing date:** Please refer to the advert for the closing date for this vacancy. Vacancies automatically close at 23:59pm [GMT]. Please note, that the University may on occasion close a post early if vacancies attract high volumes of applications; we therefore encourage you to prepare and submit your application in good time.
- **Next steps:** We'll contact you by email, usually within two weeks, to let you know if you have been shortlisted.
- **Shortlisting:** Information you provide on your application will be assessed against the person specification for this role. We encourage you to clearly show how you meet the requirements presented in the person specification. We encourage use of specific examples of your experience, knowledge and skills within your supporting statement(s).
- **Pre-employment checks:** Following offer, successful candidates will need to provide original proof of identity, qualifications and professional memberships, and evidence their right to work in the UK. You will also complete a pre-employment health questionnaire to support Edge Hill University make appropriate adjustments to support you in the role.
- **References:** You will be asked to provide details of two referees on your application form. References will be collected following issue of an offer of employment. Guidance on how to select your referees is provided on the form. The University may ask you for alternative or additional referees to cover your previous three years of employment during pre-employment

- **Start date:** A start date will be arranged after pre-employment checks are completed.