



Job Description and Person Specification

Summary

Job title:	Professional Services Lead for Artificial Intelligence (Business Optimisation)
Area:	Digital Transformation
Reference:	EHA2666-0926
Grade and Salary:	Grade 10. Points 41-45. £53301 - £59966 per annum, pro rata
Contract Type:	Fixed Term until 31/08/2028
Hours:	Part Time (7.25 hours per week)
Location:	Ormskirk, Lancashire, L39 4QP
Accountable to:	Director of Digital, Data and Technology
Reporting to:	Director of Digital, Data and Technology

About the Role

Artificial Intelligence represents a significant opportunity to enhance the efficiency, effectiveness and sustainability of University operations. Edge Hill University's emerging AI Strategy identifies business optimisation as a strategic priority, with a focus on improving processes, service quality, staff experience and organisational effectiveness through the responsible adoption of AI technologies.

The Professional Services Lead for Artificial Intelligence (Business Optimisation) will provide leadership for the operational and administrative dimensions of the University's AI Strategy, supporting the identification, evaluation and delivery of AI-enabled improvements across Professional Services functions.

Working closely with colleagues across DDaT, HR, Finance, Registry, Student Services, Library and Learning Services, Marketing, Research Services and other Professional Service areas, the postholder will lead a portfolio of AI-enabled business improvement activities that enhance service delivery whilst ensuring appropriate governance, compliance, data protection and human oversight.

The role will act as the principal advocate for AI-enabled business transformation and will support the development of institutional capability, innovation and operational effectiveness through the responsible use of AI technologies. The postholder will be a member of the AI Strategy Delivery Group and lead the business optimisation workstream of the University's AI Strategy.

About Us

Founded in 1885 as the first non-denominational teacher training college for women, Edge Hill was born from a belief that education could – and should – change lives. It's a university that has always been shaped by those willing to move forward, even when it meant standing apart. Today, Edge Hill is a pioneering university defined by action, where staff play a vital role in connecting students to real skills, real networks and real futures.

The University's teaching, research and innovation transforms lives, creates opportunity and strengthens society. 62% of the University's research was classed as 'world-leading' or 'internationally excellent' in the 2021 Research Excellence Framework.

It has over 12,000 students studying at both undergraduate and postgraduate level. As a university based in the heart of the North West, it takes a connected approach in bringing together education, business, public services and communities.

Edge Hill was awarded University of the Year for Student Experience (Daily Mail University Guide 2026) and 5th in the UK Overall (Uni Compare 2026). In 2024, it was the first University to achieve Ofsted Outstanding for all phases of its Initial Teacher Training provision under the new Inspection Framework.

The University aims to create an environment in which colleagues can thrive, adapt and lead in a changing world. With a strong focus on continuous improvement, inclusion and wellbeing, the University places staff, students and communities at the heart of its success. For staff, this means the opportunity to contribute to a values-led institution, work collaboratively across disciplines and services, and build a rewarding career in an ambitious university community.

Continued investment in campus facilities and digital infrastructure supports an ambitious and inclusive working environment. This includes a £17.4m Life Sciences Building, alongside a £35m investment in brand new accommodation and a Students' Union building which opened at the beginning of October 2024. It has also been recognised as one of the UK's best green spaces for 14 successive years (Green Flag Award 2025).

The University is committed to providing staff and students with accessible, high-quality services, underpinned by innovation, collaboration and a culture that values people.

Duties and Responsibilities

Strategic Leadership and Business Optimisation

1. Lead the Business Optimisation workstream within the University's AI Strategy and contribute to institution-wide AI planning and delivery.
2. Identify opportunities across Professional Services where AI technologies can improve efficiency, service quality, decision-making and user experience.
3. Develop and maintain an institutional AI Business Optimisation Roadmap aligned to University strategic priorities and transformation programmes.
4. Work collaboratively with senior stakeholders to identify, prioritise and deliver AI-enabled business improvements.
5. Act as the University's lead advisor on AI-enabled operational transformation and productivity improvement.

Process Improvement and Service Transformation

1. Lead reviews of business processes to identify opportunities for automation, augmentation and simplification using AI technologies.
2. Support service redesign initiatives that utilise AI to improve staff and student experience.
3. Develop business cases for AI-enabled transformation initiatives.
4. Evaluate and quantify benefits arising from AI adoption, including efficiency gains, productivity improvements, service enhancements and risk reduction.

5. Support implementation of AI technologies that reduce administrative burden and allow staff to focus on higher-value activities.
6. Identify opportunities to utilise AI agents, copilots, workflow automation and intelligent services within University operations.

AI Adoption and Capability Development

1. Promote safe, effective and responsible use of AI technologies across Professional Services.
2. Support OD with the development of AI capability-building activities for Professional Services staff.
3. Share examples of effective AI use and business optimisation across the institution.
4. Develop guidance, resources, toolkits and case studies to support AI adoption.
5. Support managers and teams in identifying local opportunities for AI utilisation.

Governance, Compliance and Risk Management

1. Work with Information Governance, Legal Services and Digital teams to ensure AI initiatives comply with institutional policies and external regulations.
2. Ensure AI-enabled business processes maintain appropriate transparency, accountability and human oversight.
3. Support the evaluation and governance of AI tools and technologies proposed for Professional Services use.
4. Contribute to the development of institutional AI standards, guidance and governance frameworks.
5. Monitor emerging risks associated with AI technologies and provide recommendations for mitigation.

Technology, Evolution and innovation

1. Evaluate emerging AI technologies and identify opportunities for institutional deployment.
2. Lead AI pilots and proof-of-concept initiatives focused on administrative and operational improvement.
3. Work with suppliers, partners and DDaT colleagues to identify innovative solutions supporting institutional priorities.
4. Support the development and implementation of approved institutional AI toolsets.

5. Monitor sector developments and benchmark AI adoption and business optimisation practices across Higher Education.

Performance Monitoring and Benefits Realisation

1. Develop metrics and success measures for AI-enabled business transformation activities.
2. Monitor and report on operational benefits realised through AI implementation.
3. Produce regular reports for the AI Strategy Delivery Group, Digital and Data Group and other governance bodies regarding progress, risks and opportunities.
4. Identify opportunities to scale successful AI pilots into broader institutional deployment.

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 Equity, Diversity & Inclusion 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 qualification or equivalent professional experience	Essential	Application
Postgraduate qualification in business transformation, technology, management or related discipline	Desirable	Application
Professional qualification in project management, service improvement or business analysis	Desirable	Application

Experience and Knowledge

Criteria	Essential or Desirable Criteria	Method of Assessment
Significant experience of leading business transformation or service improvement initiatives	Essential	Supporting Statement and Interview
Experience of process redesign and organisational change	Essential	Supporting Statement and Interview
Experience of working across multiple stakeholder groups in a complex organisation	Essential	Supporting Statement and Interview
Knowledge of Artificial Intelligence and its operational applications	Essential	Supporting Statement and Interview
Experience developing business cases and benefits realisation frameworks	Essential	Interview
Understanding of AI governance, risk and compliance requirements	Essential	Interview
Experience of business analysis and process mapping techniques	Essential	Interview
Experience of Higher Education Professional Services environments	Desirable	Interview

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience of automation, workflow technologies or AI-enabled transformation programmes	Desirable	Interview
Experience managing technology pilots and innovation initiatives	Desirable	Interview

Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
Ability to identify and deliver operational improvement opportunities	Essential	Interview
Strong stakeholder management and influencing skills	Essential	Interview
Ability to analyse complex processes and design improved solutions	Essential	Interview
Excellent communication and presentation skills	Essential	Interview
Ability to develop compelling business cases and recommendations	Essential	Interview
Ability to manage competing priorities and deliver outcomes through collaboration	Essential	Interview
Strong analytical and problem-solving skills	Essential	Interview
Ability to work strategically whilst maintaining focus on delivery and benefits realisation	Essential	Interview
Ability to champion innovation and organisational change	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 Will Thompson, Director of Digital, Data and Technology at Will.Thompson@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.