ual: **HAYS** Working for your tomorrow

Head of Product Job Pack

Thank you for your interest in applying to **University of the Arts London**.

UAL is setting about delivering its ambitious ten-year strategy, 'The World Needs Creativity'. In an increasingly digital and global world, the digital services we provide to students and staff are central to our success. In line with this ambition UAL is on an exciting journey, transitioning from a traditional IT approach to a more digital approach to technology with the creation of a new Digital & Technology Group.

There are four **Head of Product** roles currently being recruited, creating an exciting new leadership tier within the Digital & Technology Senior Management Team, which will enable us to move away from a technology-first approach, to building the design, development, and delivery of services around our users and their needs.

These roles are responsible for developing the strategy, defining business priorities, and ensuring delivery of a development roadmap for a specific portfolio of services, ensuring UAL has the right capacity, capability, and culture to deliver product roadmaps, in line with UAL's strategy.

As part of your application, you will have the opportunity to highlight if you have a preference of which **Head of Product** role you wish to be considered for, or if you are open to being considered for any of four product areas.

The four product areas are:

- **Teaching and Learning:** Driving the evolution of the range of capabilities UAL uses to deliver digital learning and learning resources to its students. The Head of Product will take responsibility for the digital strategy of our Virtual Learning Environment and associated technologies - leading work to define successful outcomes, as well as working to deliver continuous improvement.

- **Registry and Academic Services:** Driving the development of technologies that are fundamental for student and academic administration from prospective students through to graduation. The Head of Product will take responsibility for articulating the digital strategy, roadmap and outcomes, and leading the delivery of user-led digital services in areas of admissions, student records, student engagement, course support and curriculum management.

- **HR, Finance and Estates:** Driving the development of technologies that are fundamental to the running of the university. The Head of Product will take a holistic view across the service areas of HR, Finance, Legal, Estates, Accommodation and Health & Safety, and will be responsible for leading the definition of the digital strategies and successful outcomes, as well as driving the delivery of the prioritised roadmaps.

- **Academic Enterprise and Research:** Driving the development of digital technologies for the administration and delivery of UAL's Short Courses, for the management and dissemination of Research and Knowledge Exchange activity, and to support UAL's Awarding Body and Recruitment Agency. The Head of Product will take responsibility for defining the digital strategies, leading work to define the successful outcomes, as well as driving delivery of the prioritised roadmaps.

The job description and person specification are enclosed in this job pack, and further information on UAL is available here: **https://webmicrosites.hays.co.uk/web/university-of-the-arts-london**

Key dates for this recruitment campaign:
- Formal shortlisting | Wednesday 23rd November
- 1st Stage Interviews | Either 29th, 30th November and 1st December (In person at UAL High Holborn Campus)
- 2nd Stage Interviews | Either 6th, 7th, 8th December (In person at UAL High Holborn Campus)

HAYS Technology have been retained by University of the Arts London to manage the search and recruitment of this role.

For all enquiries, please contact Joel Mundy, Senior Manager at Hays Technology on 020 7259 8746 or joel.mundy@hays.com

JOB DESCRIPTION	
Job title: Head of Product	**Accountable to**: Digital & Technology Director, Group Services
Contract length: Permanent	**Hours per week**: 37 **Weeks per year**: 52
Salary: £75,000 to £85,000	**Grade**: Individual Contract
Service: Digital & Technology	**Location**: High Holborn, London/Hybrid

Purpose of the role

Working to the Digital & Technology Director, Group Services and with key senior business partners, each Head of Product will be responsible for developing the strategy and the defining the business priorities, as well as the delivery of the development roadmap and definition of successful outcomes for the allocated services, ensuring that UAL has the right capacity, capability and culture to deliver the roadmaps in line with UAL strategy.

Duties and Responsibilities common to all Digital & Technology Head of Product roles:

Strategy & Governance

- Build strong strategic relationships to develop jointly agreed service and product strategies to meet audience/user needs in line with UAL strategy.

- Work with senior partners and stakeholders to identify developments that will provide the most impactful outcomes in line with the UAL strategy.

- Ensure outcomes are identified and tracked, demonstrating the value achieved through delivery of the roadmaps.

Partnerships & Collaboration

- A key/and where appropriate lead member of Service governance groups, providing visibility of progress, and highlighting significant risks and issues to delivering the Service.

- Work with the Group Service Director to resolve conflicting priorities and complex problems impacting the delivery of the Service strategy.

- Develop partnerships with suppliers to be fully aware of product roadmaps and assess opportunities for maximising value from our products in line with identified needs, and developing service and product roadmaps.

- Lead the commercial engagement and on-going relationships with third party suppliers, holding regular review meetings and benchmarking to monitor performance.

- Communication of agreed priorities and ways of working outwardly into the organisation and within Digital and Technology, including to University governance boards.

- Lead on showcasing and celebrating the successes from the Service area, with a focus on explaining how value has been added from a user's perspective.

People

- Build, lead and develop a high-performing multi-disciplinary team to deliver the maintenance and continuous improvement of products, ongoing iterative development and transformational change and innovative initiatives.

- Develop the multi-disciplinary teams to be fully embedded in the needs of the service, understanding the audience and the problems that need resolving in line with the organisational strategy.

- Lead, manage and develop staff within the assigned portfolio, and champion a cross-department service centred working culture to support operational services, deliver the roadmaps and resolve problems.

Service Delivery

- Lead and champion a value/outcomes driven approach within service delivery.

- Lead and champion a user centred approach, overseeing the full embedding of service design, solution design and iterative development for the delivery of the roadmaps within the assigned portfolio.

- Responsible for the delivery of the detailed roadmap for the assigned portfolio of services. This will include continuous maintenance and improvement of products, ongoing iterative development and transformational change initiatives.

- To own and manage a backlog of prioritised requirements, features and initiatives for the portfolio of services in line with the agreed service outcomes.

- To work collaboratively with Heads of Products/ Services and Group Directors of Digital & Technology/ Head of Portfolio to ensure any dependent development is coordinated and prioritised at a portfolio level.

- Develop supplier relationships and effectively manage supplier performance across the assigned portfolio of services. Lead on the benchmarking and management of supplier's performance against agreed SLAs/KPIs.

- Work effectively with the Head of Portfolio and Group Services Directors to enable cross Digital & Technology planning, reporting and communications, and resolve capacity and skills gaps across Digital & Technology to deliver the agreed priorities.

- Lead on the engagement with 'business' partners and the Technology Group to ensure robust business continuity/disaster recovery plans are in place for the products within the portfolio.

- An escalation point for high impact/high risk operational issues with products and services, leading the problem solving, and a core member of the response team in the event of a Major Incident.

Budget

- Work with the Group Director to identify and justify investment for the on-going delivery of service roadmaps.

- Lead the drafting of investment business cases.

- Manage the allocated funds for the delivery of the portfolio of services, overseeing the forecasting of budgets and expenditure.

Planning & managing resources
- Oversee the detailed definition of ongoing development and large-scale change initiatives.

- Identity and justify the capacity and capability (people and skills) needed to deliver the portfolio of services.

- Work with the other Heads of Service/Products, Group Directors and Head of Portfolio to pool the right skills/capacity from across the delivery teams to deliver high priority change initiatives.

Other Conditions

As a senior member of the University the following applies:
- You are expected to work such hours as are reasonably necessary to fulfil the duties and responsibilities of the role.
- You may be required to work such additional/different hours as may from time to time be necessary for the proper and efficient discharge of duties which may include evenings, Saturdays, Sundays and bank holidays.
- You will be required to regularly travel to other sites as necessary.

General
- To perform such duties consistent with your role as from time to time may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Dignity at Work Policy and the Staff Charter, promoting equality and diversity in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships

- Directors of Group Services
- Chief Digital Officer
- Directors, Associate Directors and Heads of Department across UAL
- Finance Directors
- Director of Architecture & Data
- Head of Portfolio
- Head of Information Security
- Head of User Experience
- Head of Business Operations
- Procurement Team
- Other Heads of Service/Product within Digital & Technology
- Service Delivery Team members
- External Digital providers

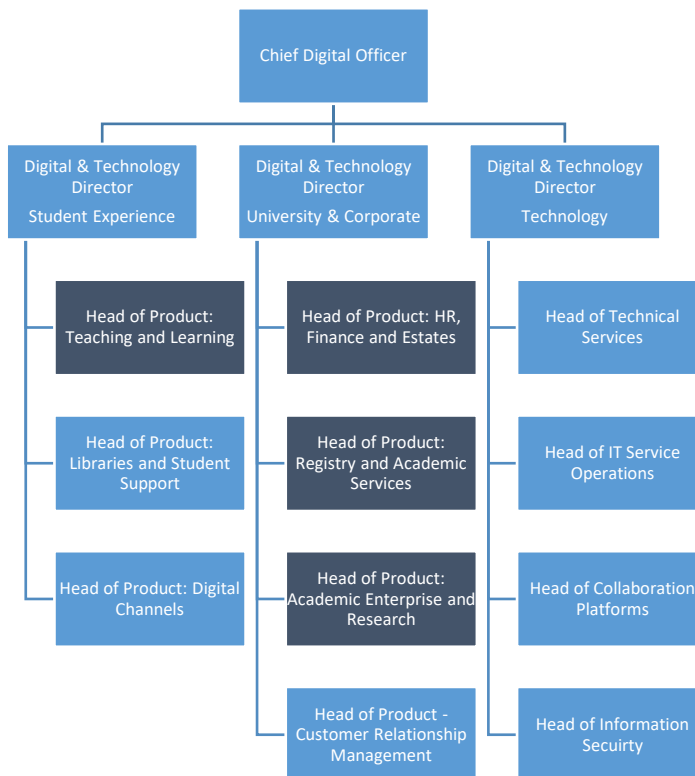**Specific Management Responsibilities**

Budgets: Delegated authority for service budgets

Staff: Senior Delivery Managers, Delivery Managers, delivery and support staff (the team will be dependent on the portfolio of services)

Manage contractors/ agency staff when required

For the November 2022 recruitment campaign, there are four Head of Product posts being recruited:

1. Head of Product: Teaching and Learning
2. Head of Product: HR, Finance and Estates (this role also includes Legal and Health & Safety)
3. Head of Product: Registry and Academic Services
4. Head of Product: Academic Enterprise and Research (this role also includes Knowledge Exchange and Awarding Body)

PERSON SPECIFICATION	
Specialist Knowledge/ Qualifications	Knowledge of effective product lifecycle management Knowledge of effective development and delivery practices in digital environments Demonstrable knowledge and experience of service management good practice Relevant qualifications for delivery e.g. Portfolio and Programme disciplines (e.g. Agile, MSP)
Relevant Experience	Significant experience of working with multi-disciplinary digital teams to deliver value Demonstrable experience of Agile, as well as other software and product development methodologies Significant experience of working in partnership to drive user focused development of services/products Proven ability to prioritise and make decisions based on research or usage data Experience of building and leading high-performing multi-disciplinary teams Significant experience of working with external partners/suppliers Demonstrable experience of successful business cases and delivering to tight timelines and budget
Communication Skills	Communicates persuasively and with gravitas adapting the style and message to a diverse internal or external audience in an inclusive and accessible way.
Leadership and Management	Motivates and leads effectively, setting the strategic direction and promoting collaboration across formal boundaries
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism including external networks and conferences.
Planning and managing resources	Effectively plans, prioritises and manages the delivery of complex projects or activities to achieve long term strategic objectives.
Teamwork	Contributes effectively to a senior leadership team, setting the strategic direction for one or more function and fosters constructive relationships across the organisation.
Student Experience or Customer Services	Provides effective strategic leadership for enhancing the student or customer experience to promote an inclusive environment for students, colleagues or customers
Creativity, Innovation and Problem Solving	Initiates innovative solutions to problems which have a strategic impact

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