



Job title	Acting Head of Information Management (secondment cover)	Job family and level	Administrative, Professional and Managerial Level 5
School/ Department	Campaign & Alumni Relations Office	Location	University of Nottingham Professional Services Hubs; a blend of on-campus and home-working

Purpose of role

As Acting Head of Information Management, you will be responsible for the proactive management of all alumni, supporter, and other CARO stakeholder information, leading a diverse team of information management specialists.

In this role you will employ a high level of knowledge, understanding and expertise in the principles and practices of information management to drive improvement in data quantity, quality and insight to ensure the effectiveness of CARO in achieving its objective of increasing levels of advocacy, volunteering and philanthropic funding to the University.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Strategy, Planning and Organisation</p> <ul style="list-style-type: none"> ▪ Champion understanding of Information Management practices across CARO and the wider University, influencing different opinions, handling questions, and celebrating and publicising success. ▪ Continue to develop a strategic approach to Information Management across CARO and the wider University. Periodically review the team's key areas of focus to ensure these are fit for purpose and provide a balance between supporting current and future ambition. ▪ Proactively review the workload of the Information Management Team, reprioritising or changing the scope of activity where required, ensuring roles and responsibilities are clearly understood. Consult with colleagues requesting the work to create a balance of information management support across CARO's priorities. ▪ Revise strategic approaches to incorporate any significant changes to priorities, policy, legislation or regulation, responding to and applying any necessary changes to working practices. ▪ Lead and manage projects which are complex in terms of time and financial resources, delegating activities as appropriate. ▪ Apply initiative to devise varied and creative solutions, approaching problems from different perspectives. ▪ Ensure the quality of source data and consider its impact on the reliability of performance metrics, making adjustments as appropriate. 	45%
2	Information Systems and Services	20%

	<ul style="list-style-type: none"> ▪ Ensure current information systems, primarily Raiser's Edge, are fully supported from a technical perspective. Regularly review the system's effectiveness and implement solutions to maximise the efficiency and continuity of the system. ▪ Represent CARO on key University-wide strategic initiatives, for example Digital Core and Digital Engagement ▪ Identify opportunities for new processes or systems to improve activity, making recommendations for improvements in data and information provision (this could potentially involve initiating a project to upgrade our existing CRM, leading on research and benefit analysis) 	
3	<p>People Management</p> <ul style="list-style-type: none"> ▪ Manage the Information Management Team, deploying, recruiting, monitoring and supporting the development of team members to ensure that individual contributions are maximised. ▪ Ensure team members are fully supported, engaged and motivated to ensure consistent and successful delivery of team objectives. ▪ Maintain, and build on, team cohesion. ▪ Monitor performance, taking appropriate follow up measures as required. ▪ Manage common staff welfare issues that are covered by documented procedures, recognising when the matter should be referred to someone else or advice taken on how to respond. ▪ Advise and gain the support of others in order to ensure the delivery of services/projects, where there is no line management responsibility. 	20%
5	<p>Teamwork</p> <ul style="list-style-type: none"> ▪ Advise and gain the support of colleagues within CARO and across the University. ▪ Regularly review the Information Management Team's partnership model to optimise data services to other teams within the department. ▪ Represent the Information Management Team at internal and external meetings, providing opinions and handling questions and objections as required to ensure that the team is appropriately represented. ▪ Liaise widely across CARO and within the University to gain the support of others in order to ensure the delivery of Information Management Team activities. 	10%
6	<p>Networks</p> <ul style="list-style-type: none"> ▪ Maintain and enhance personal knowledge, skills and networks by keeping abreast of best practice and key developments amongst peer universities and third sector organisations and share information with the rest of the team and CARO. ▪ Network with colleagues across the University, in other higher education institutions and other sectors to share best practice and facilitate exchange of information. 	3%
7	<p>Other Duties</p> <ul style="list-style-type: none"> ▪ Identify and recommend changes to procedure or policy and contribute to their implementation to deliver benefits and improvements. ▪ Other comparable duties as may be required at the request of your line manager and/or department director. 	2%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Demonstrable organisational skills, showing attention to detail and accuracy in work. ▪ Proficient use of IT – in particular Microsoft Office and large databases. ▪ Strategic planning skills including project and change management ▪ Proven verbal and written communication skills with an ability to engage with a wide variety of people and handle confidential or sensitive information. ▪ Ability to communicate confidently and professionally at all levels in an organisation. ▪ Proven analytical and problem-solving skills. ▪ Proven planning and organising skills ▪ Adaptability and flexibility of approach. ▪ Ability to handle confidential or sensitive information and manage conflict effectively. ▪ Management skills including coaching, motivation and managing performance ▪ Ability to manage a diverse and varied workload 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of Information Management and CRM ▪ Experience of working independently and dealing with unforeseen problems and circumstances, by taking decisions and thinking creatively. ▪ Awareness of developments in higher education and external professional environments that impact on the role. ▪ Knowledge or experience of handling sensitive data and an understanding of UK Data Protection legislation 	<ul style="list-style-type: none"> ▪ Experience of working in a higher education or charity environment. ▪ Experience of using the Raiser's Edge database.
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ A degree qualification in a relevant subject/relevant formal training plus some hands on experience in a similar or related role OR proven track record of extensive relevant work experience, demonstrating practical and theoretical knowledge of Information Management 	



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
- Taking ownership** Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
- Forward thinking** Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
- Professional pride** Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
- Always inclusive** Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

