University of Nottingham

UK | CHINA | MALAYSIA

Job title	Software Licensing Manager	Job family and level	Administrative, Managerial & Professional Level 5
School/ Department	Digital & Technology Services (DTS)	Location	Kings Meadow Campus (Hybrid)

Purpose of Role

You are an experienced IT professional with a track record of working in service orientated environments and who is committed to delivering consistent, cost-effective and compliant software management policies/processes across complex digital organisations. This position is a vital, specialist point of contact for the university's software estate and is responsible for the ownership of license management on a global basis. You will be joining an established team within Digital & Technology Services at a time of unprecedented transformation and will play a proactive role in maturing and continuously developing the function across a global platform.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	**Assume the lead on Software Licensing for digital assets across the global organisation:** • Define and own the **Software Asset Management processes** and **global software licensing code of practice**. Review and update on a regular basis and drive/implement change where necessary across all university campuses in the UK, Malaysia and China	10%
2	**Software License Management** **You will be responsible for the end-to-end lifecycle of software assets to ensure compliance across the estate in all university campuses:** • Lead the development and maturity of a digital software asset management function, covering all lifecycle stages from requirements definition through to retirement • Plan, design, define, implement and manage Software licensing code of practice, processes and procedures in conjunction with stakeholders to ensure current and planned requirements are met. Ensuring standards are maintained with the DTS Quality Management System (QMS) • Own and develop the Software Asset Management Database and application to ensure correct data is held and reflected in the Configuration Management Database where appropriate. • Review existing license agreements and identify / document optimisation opportunities which deliver cost efficiencies, ensuring that the university is using the most advantageous licensing agreement with each product supplier	70%

	• Work with the DTS Strategic Contracts Manager to deliver external contractual agreements for software products and be responsible for supplier relationship management for these suppliers • Development of a single source of software information including entitlement, deployment, utilisation, cost etc. • Ensure end-to-end software asset control points are defined to ensure compliance with commercial and legal software licensing terms. • Work with UON Procurement and Legal Services teams to ensure Software License Agreements and End User License Agreements are suitable and risks are identified. • Identify, manage and escalate any risks in the use of software which may cause UoN to be non-compliant – act as service risk manager • Conduct software audits of the estate to manage compliancy • Ensure all new license requests are authorised and ensure optimal use of licenses at all times • Accountability for delivery of all software products in accordance with agreed requirements from university stakeholders • Build and maintain strong relationships with UoN peers to ensure all software licensing is compliant and demonstrable cost savings identified through review of licence agreements • Responsible for ensuring effective management information reporting is generated where required • Management of customer expectation and delivery to commitments • Understand the customer's business and technical environment • Monitor and predict business demand to enable appropriate planning of software asset capacity and costs • Manage escalations from stakeholders • Drive customer focus, service excellence and ultimately the customers' satisfaction, and set the benchmark for team members • Contribute to focus groups and other approaches used to review the software asset management process	
3	**Develop a strategy to support ongoing delivery of global software asset management and optimisation of licences:** • Review the global requirements for software to support university functions of teaching, learning, research and professional services • Define an approach and strategy to manage software licensing to incorporate global requirements • Review the management of licensing / implementations at all campuses and introduce changes and improvements • Work with suppliers acting as the Supplier Relationship Manager to implement the strategy	10%
4	**Identify and make continuous improvements to the function:** • Ensure that Service Asset management processes are constantly improved and that service value and excellence are highlighted	10%

	- Gather and report detailed performance data against key indicators to generate actionable improvements to software licensing - Determine process gaps / implement improvements where necessary - Drive through service improvement and business-as-usual projects by working with relevant service owners and technology teams - Represent the university in external forums as necessary - Develop own professional capacity in line with the needs of the service	

Person specification

	Essential	Desirable
Skills	• Focussed attention to detail in assuring the delivery of software licencing services are fit for purpose/use • Strong commitment to the delivery of quality services • Ability to communicate and explain complex issues in clear, concise, persuasive language, both verbally and in writing • Able to adjust quickly to new situations and changing priorities. • Ability to develop close relationships with customers and suppliers • Strong analytical skills	• Strong knowledge of IT service management processes and methodologies e.g. ITIL • Good working knowledge of service support models / processes and tools • Good knowledge and understanding of DTS technology areas (within projects and operations)
Knowledge and experience	▪ Proven experience of IT software management disciplines based on ITIL or similar in a complex IT/ digital environment ▪ Proven experience with Software Asset & Configuration Management technologies including the use of license servers and SACM tools e.g. SNOW ▪ Formulation of best practice licensing models / strategies ▪ Key stakeholder / vendor management ▪ Commercial understanding of vendor licence models ▪ Understanding of compliance status & licensing arrangements	▪ Knowledge and experience of Software Asset Management Industry Standards ▪ Familiar with the HE context and environment ▪ Strong pragmatic project management experience
Qualifications, certification and training (relevant to role)	• Either professionally qualified/relevant degree *and/or* • Significant hands-on experience in a similar or related role demonstrating expertise	• ITIL V4 Foundation or above • Chartered Institute of Procurement & Supply Level 2 Certificate or above

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

Line manager

Head of ITSM

Role holder

Software Licensing Manager

Key stakeholder relationships

DTS colleagues

UoN stakeholders

Suppliers