Solution Delivery Manager – Presentation Topic

Falmouth Exeter Plus (FX Plus) is the service delivery partner of Falmouth University (Falmouth) and the University of Exeter (UoE) and a charity established in 2004 by the two universities on a 50:50 basis. FX Plus delivers a wide range of shared professional services and facilities for UoE and Falmouth in Cornwall. This is underpinned by close collaboration with Falmouth Exeter Students Union, the joint students' union for Falmouth and UoE, to ensure that the interests of students and staff are at the heart of everything that FX Plus delivers.

IT Services support maintain and develop services on behalf of the two universities at the Penryn and Falmouth campuses. The Service Centre provide the front-face of IT services offering Service Desk provision, AV for seminar rooms and lecture theatres, and 2nd line support to staff and students. The Infrastructure Centre maintain the network (including WiFi), security, servers and virtual environment across the campus to ensure performance and availability of the infrastructure. The Solution Delivery team support, develop and maintain the core business systems for Falmouth Exeter Plus and Falmouth University, including the finance system (Agresso), HR System (Midland Trent), SharePoint etc. and the backend databases/data warehouse that provides interoperability between the services.

The Solution Delivery team at Falmouth Exeter Plus currently consists of 5 members of staff who have an ever-increasing workload and demand for their time and skills. With our partners Falmouth University and the University of Exeter vying for their time, as well as internal pressures, we need to rethink our approach in this area.

- How would you approach the above problem, citing examples of best practice you have been exposed to?
- How would you manage the changes within the team, and effectively manage their expectations, citing examples from your experiences?
- From past experience, how would you manage the communication of these changes to our stakeholders and partners to manage their expectations?
- How would you measure and report on the success of the changes you have implemented?

You will have 15 minutes to deliver a presentation to the panel. Following the presentation the panel will question you on the content for a further 15 minutes, prior to a 30 minute interview. The total duration of the interview process will be 1 hour.

A PC, whiteboard and flipchart will all be made available to you for the delivery of your presentation.