

**Joan Ward**  
**IST Administrator, Independent Consultant**

Joan joined the Higher Education sector as a Junior Technician in 1968 and worked in the Teaching laboratories in the Biochemistry Department at Manchester University. She worked through the technician grades over the years until 1985 when she secured the post of Lab Superintendent in Biochemistry, having spent her time working within both teaching and research environments.

In her role as Lab Superintendent she introduced numerous initiatives for the development of training for technicians within her department and a new trainee scheme was established that was externally funded by grant awards secured from the European Social Fund. She obtained approx. £800k of funding over a 5 year period in order to develop and run work-based training provision for unemployed young people in collaboration with a local FE college. Over 50 young people were trained over a 5 year-period, many going on to secure full-time technician posts in HE/FE and industry.

During the period to 1985 - 1994 she was instrumental in the development of the Hyperdata Commitment Accounting software and in its subsequent introduction into the HE sector departmental management. The software was written specifically to integrate the management of general finances with externally funded research projects. Over a period of many years the software became well-established and was deployed in over 600 university departments throughout the UK.

In 1994, following an internal merger of departments, Joan took on the role of School Finance Officer and became responsible for all aspects of financial management within the School. Within that role she developed a new centralised accounting unit and her responsibilities included budget setting, allocation of resources, budget monitoring and control, information provision, purchasing and the management of HEFCE and external funds. The total funding flowing through the School was approx £25m per annum and this comprised government funding from HEFCE and research funding for approx. 400 'projects, their combined value being in excess of £60m. The School's finances were administered via centralized, networked use of the Hyperdata Commitment Accounting software, this arrangement becoming a model for financial management within the University of Manchester

During her time as Finance Officer she also developed and introduced an intranet facility for the School that provided a one-stop shop for finance, lab management and health & safety information.

A Masters in Business Administration (MBA) was obtained in 1994, via the Open University

In September 2000 she left the University to concentrate on the development of a small consultancy company that specialises in the development and provision of operational/administration systems and services and in particular the development of web-based admin systems (and websites). Since the company was setup a variety of projects have been undertaken, both within the HE environment and within general commercial units.

She has been a member of IST since 1991 and was awarded a Fellowship in 2008. She has, in recent years, been involved with providing admin support and website maintenance/development for the Institute. She is actively involved in the HEaTED project,

providing general admin support along with contributing to the development of the VLE and the online Technical Skills Courses provision.