



University of
Sunderland

Appointment of

DIRECTOR OF TECHNICAL SERVICES

April 2024



POST OF DIRECTOR OF TECHNICAL SERVICES

The University of Sunderland is a life-changing institution, committed to being professions-facing, society-shaping and student-focused. We seek to provide a transformative experience through a career-focused curriculum and our students benefit from outstanding teaching by professional practitioners and researchers with the University achieving a Silver TEF rating at the latest assessment. Our focus on excellent quality is matched by our commitment to improving access to higher education.

As an anchor institution, we create extensive opportunities for graduates to stay in Sunderland – which is undergoing significant change and improvement – and the wider north-east of England, thus promoting economic and social wellbeing. But our mission has global reach, with campuses in London and Hong Kong and over 25 educational partners around the world. We also have research centres in nursing and social care, drug discovery and delivery,

and inclusive growth. In our wider research activity – as well as through innovation, knowledge exchange, learning, and skills development – we deliver practical benefits in areas as diverse as medicine and health, sustainable advanced manufacturing, justice, business, the creative arts, and education.

This is an ambitious mission and is underpinned by a digital strategy and investment programme that is dedicated to improving outcomes for our students and staff and driving initiatives that enhance efficiency, innovation, and user experience.

As the Director of Technical Services at the University of Sunderland, you will play a pivotal role in shaping and overseeing the technological landscape of the University. Your vision will shape the University's digital future.

The role will offer you the opportunity to display your leadership prowess, by setting the course for the University's digital strategies; to use your expertise to safeguard the University's digital

assets, by ensuring compliance with best practices, policies and regulations; to focus on delivering excellent service to students and staff; to foster collaboration and identify opportunities for technology-driven improvements; and to champion innovation and adaptability, whether it's implementing cutting-edge solutions or enhancing existing systems,.

Thank you for your interest and I look forward to hearing from you!

Ben Dale

Chief Financial Officer



ROLE PROFILE

DIRECTOR OF TECHNICAL SERVICES

To be the principal adviser to the Chief Financial Officer and University Executive on the IT strategy and University technical support provision, including cyber and data security and associated risks.

Job title:	Director of Technical Services
Reports to:	Chief Financial Officer
Responsible for:	Technical Services
Grade:	Senior Leadership Board
Working hours:	Professional Contract (37 hours per week for nominal purposes)
Faculty/Service:	Technical Services
Location:	City Campus: Sunderland

ENQUIRING ABOUT THE ROLE

We encourage informal discussions regarding the role. Please contact Johnny Reardon, johnny.reardon@sunderland.ac.uk

RECRUITMENT TIMETABLE

Closing date: 19 May 2024
Shortlisted candidates will be notified by 24 May.

Shortlisted candidates will then be invited to an Interview at City Campus on 3 June 2024.

Main purpose of role:

- To be the principal adviser to the Chief Financial Officer and University Executive on the IT strategy and University technical support provision, including cyber and data security and associated risks.

Key responsibilities and accountabilities:

GENERIC

- To provide strategic leadership and management of the service and its functions of Academic Technical Support, Strategic Support Services, and Digital Services within the context of the University's strategic plan.
- To develop and implement service and/or University strategies as relevant to the scope of the post.
- To oversee the development and implementation of the Technical Services operational plan.
- Membership of the University's senior leadership board, providing direct support to the Executive in relation to the development and effective corporate management of the wider University.
- To promote and represent the service and University internally and externally, developing productive partnerships with industry, professional bodies, public service and other stakeholder groups, as appropriate to the Service.
- To lead, manage and oversee the staffing and financial resources of Technical Services, ensuring an effective infrastructure, provision and resourcing of services to its stakeholders and customers.

ROLE SPECIFIC

- To lead the development and implementation of the University's IT / Digitisation strategy ensuring it is innovative and in line with strategic objectives.
- To be the principal adviser on new and emerging IT developments and their potential impact on the University.
- To lead the delivery of efficient, innovative and flexible IT systems and technical solutions across the University, ensuring they meet current and future stakeholder needs in line with strategic objectives.
- To ensure a robust, resilient and reliable IT infrastructure including implementing appropriate business continuity arrangements and risk mitigation strategies.

Key responsibilities and accountabilities cont:

- To ensure the University has robust and compliant information governance and monitoring arrangements in place, including:
 - effective records management processes and practices;
 - data protection compliance under the GDPR and other relevant legislation.
- To ensure the University is continually developed technically and culturally, to deal with threats to its cyber and data security.
- To ensure the University continues to assess feasibility and best value of stakeholder initiatives, by providing governance and resource to assure the effective and efficient delivery of planned benefits from agreed programmes and projects.

Essential and desirable criteria:

- Relevant postgraduate (or higher) qualification or equivalent professional qualification.
- Substantial record of senior level leadership in a large/complex organisation.
- Significant experience of people and financial resource management within an IT function.
- Record of strategic planning and successful delivery of innovative IT solutions to enhance organisational performance.
- Specialist technical knowledge in one or more areas of the Technical Services portfolio.
- Good knowledge and understanding of the higher education environment, nationally and internationally, and the major influences on institutional success.
- Knowledge and understanding of General Data Protection Regulations and requirements.
- Experience of implementing effective Information Governance arrangements.

Key Competencies:

- Demonstrates a visible commitment to the University's vision, values and supporting strategies.
- Displays strong leadership and management skills, motivating others to achieve their potential.
- Demonstrates honesty, loyalty and integrity.
- Takes ownership and displays resolve to be accountable for delivering against objectives.
- Excellent communication, influencing and interpersonal skills with an ability to engage effectively and positively across a range of stakeholders.
- Develops positive and innovative approaches to challenges and emerging issues.
- Cultural awareness and a high level of commitment to equality, diversity and inclusivity.

THE UNIVERSITY'S STRATEGIC PLAN SETS OUT OUR

PURPOSE AND AMBITIONS

In 2020, the Board of Governors agreed a new five-year strategy for the University, which sets out our core purpose as a life-changing institution with three underpinning ambitions:



STUDENT-FOCUSED

Academic excellence is the foundation for all that we do. At the same time, the University offers transformative experiences to talented students from all backgrounds.



PROFESSIONS-FACING

Our refreshed curriculum is focused on delivering ready-to-work graduates aligned to a variety of employment sectors.



SOCIETY-SHAPING

As an anchor institution in the city of Sunderland, we are central to the collective local effort to bring about positive change in the city and wider north-east of England.

Inspiring

- we provide a supportive, empowering and enriching experience for our staff and students

Innovative

- we value people for their creativity and update our knowledge and practice to enhance the student experience

Collaborative

- we work together as a community with our partners and build lasting relationships to achieve our shared ambitions

Inclusive

- we celebrate our diverse culture, which welcomes and values everyone's contribution

Seeking excellence

- we strive for the highest quality in academic delivery, research and service standards

ABOUT US

THE UNIVERSITY OF SUNDERLAND

We pride ourselves on being a life-changing university, with the underpinning ambitions to be student-focused, professions-facing and society-shaping.

Whether it is doctors, nurses, teachers, engineers, journalists, computer scientists or business leaders, we are educating and training students who will help shape our everyday lives, communities, and workplaces, not just here in the north-east, but around the globe.

Academic excellence is at the heart of what we do as a university, but we have demonstrated that can sit very comfortably with championing social inclusion and diversity.

SOCIETY-SHAPING

As we work to shape the city of Sunderland, the north-east of England more generally and the wider world, we make a positive contribution to economic and social change. Our graduates leave equipped with the knowledge, skills, confidence, and connections to make a positive difference across the globe.

£250m

The amount we are investing in our facilities over the next ten years

We are one of the world's best young universities according to The Times Higher Education Young University Rankings 2023. In addition, we are a Top 50 institution in the Guardian University Guide 2024.

Our staff survey, conducted in 2023, demonstrated high levels of engagement, alongside many other positive comments about working here.

Over the next ten years, we are investing £250million in our facilities. This includes further expansion of our health-related activities at our City Campus, and redevelopment of the Sir Tom Cowie Campus at St Peter's, with a new library and improved facilities for the Faculty of Business Law and Tourism and the Faculty of Technology. In addition, the University of Sunderland in London will be moving into a new building during the 2024-25 academic year, mirroring a similar move for the University of Sunderland in Hong Kong which took place in May 2023.

OUR GLOBAL REACH

The University of Sunderland has a global community of 25,600 students, based at our campuses in Sunderland, London and Hong Kong, as well as learning partnerships in 19 different countries.

Our London campus, based in Canary Wharf, has over 4,200 students and celebrated its tenth anniversary in 2022. Offering a range of courses across business, tourism, engineering and nursing, our London campus is a hub of learning in the centre of the capital.

With a substantial track record of educating students from Asia, our links with our Asian alumni became even stronger when we established a presence in this hugely influential region. Now, the University of Sunderland's campus in the Wan Chai district of Hong Kong has 653 students. As the only university campus in Hong Kong, we deliver a range of business and tourism courses at the heart of one of the region's most exciting cities.

Our Independent Distance Learning (IDL) provision has been established for some years, and Sunderland Online was launched in 2020. We have around 3000 students currently across the provision, with plans for further growth.

OUR RESEARCH, INNOVATION AND KNOWLEDGE EXCHANGE

Research, innovation and knowledge exchange inspires and drives our academic community. It delivers outstanding outcomes for the student experience and plays an influential supporting role in developing economies and societies regionally, nationally, and globally.

We have a strong focus on applied research that responds to the needs of real-life issues in the economy, in culture and society. Our research

stands out because it is relevant and responsive, as well as inclusive and collaborative.

The success of our approach was demonstrated in the outcomes of the 2021 Research Excellence Framework (REF) when 70% of our published research was rated as either world-leading or internationally excellent, double the proportion of such research from 2014. This, in turn, led to the publication of a new Research and Knowledge Exchange Plan.



The latest Knowledge Exchange Framework results are also testament to our strong research, innovation and knowledge. The results from the Knowledge Exchange Framework 2023 showed that we're in the top 20% of UK universities for research partnerships and for local growth and regeneration.

OUR TEACHING

The excellence of our teaching was demonstrated in the 2023 Teaching Excellence Framework (TEF) when we received an institutional 'Silver' rating, with 'Silver' ratings for Student Outcomes and Student Experience.

Our excellent teaching is informed by research and engagement with employers, ensuring our graduates are equipped with the skills required to succeed in their chosen career or path to further study.

Our Centre for the Enhancement of Learning and Teaching (CELT) supports academics in their continuous professional development.



EQUALITY, DIVERSITY AND INCLUSION

We believe that creating an inclusive and supportive culture is not only the right thing to do, but what is best for our community.

Not only does it make us better at understanding the needs of our students, but it also creates a sense of belonging that enables all our staff to perform at their best.

Inclusivity is a value at the heart of what we do and we want all our staff to be part of that journey with us.

www.sunderland.ac.uk/about/aboutthe-university/equality-diversity-inclusion/

UNIVERSITY EXECUTIVE AND BOARD OF GOVERNORS

The University Executive is the most senior executive decision-making body in the University.

The Board of Governors provides strategic leadership to the University, as well as challenge and support to the University Executive.



MORE INFORMATION

For further information on all aspects of the University's work, including its strong financial position, download our Annual Report and Financial Statements 2022-2023

UNIVERSITY EXECUTIVE TEAM



**SIR DAVID BELL
KCB DL**

Vice-Chancellor and
Chief Executive



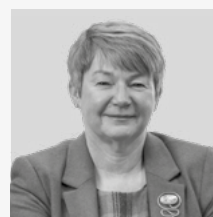
**PROFESSOR
MICHAEL YOUNG**

Deputy Vice-Chancellor,
Academic



**ANDREA
WALTERS**

Chief Operating Officer



**KIRSTEN
BLACK**

Interim Deputy Vice
Chancellor (Commercial)



**BEN
DALE**

Chief Financial Officer

OUR HISTORY

We are proud to be a life-changing Guardian Top 50 university and of our positive impact on the prosperity and wellbeing of the city and wider north-east region.

Our career-focused and professions-facing curriculum means that students graduate with the relevant knowledge and skills employers need. Areas of strength include a wide range of health disciplines – Medicine, Pharmacy and Nursing to name a few – Engineering, Computer Science, Technology, Education, Business, and Arts and the Creative Industries.

We have extensive partnership arrangements with many organisations across manufacturing, business and the public and voluntary services. We work closely with the NHS, making a vital contribution to improved patient care in the city, and we were a founding partner of the nationally-recognised Sunderland Culture organisation.

Proud of our role in promoting social change and widening participation in higher education for all with talent, the University's work has been passionately supported by our Chancellor Leanne Cahill, CEO of Bravissimo and proud Sunderland graduate.



1901
Sunderland Technical College

1969
Sunderland Polytechnic

1992
University of Sunderland



Top: Hope Street Xchange
Bottom: The John Dawson Sciences Complex

“Pharmacy has been taught in Sunderland for over a century”

Our modern roots lie with Sunderland Technical College, which opened in 1901 to develop high-quality vocational programmes to support the regional skills needed for the 20th century.

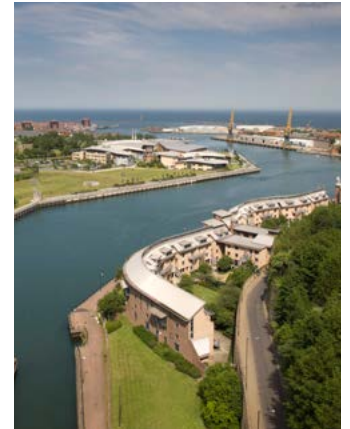
Pharmacy, a flagship area for the University, has been taught in Sunderland for over a century, with our first students registering in 1921.

In 1969, the Sunderland Technical College, the Sunderland School of Art, and the Sunderland Teacher Training College were brought together and became Sunderland Polytechnic. In 1992, the Polytechnic was awarded university status and we became the University of Sunderland.



Over the last thirty years, the University has continued to innovate, creating our riverside campus focused on computing, the media and teaching, and extending our reach across the globe, with campuses in London and Hong Kong as well as Sunderland.

Today, the University of Sunderland sits at the heart of our city and continues to focus on adaptability, agility and innovation.

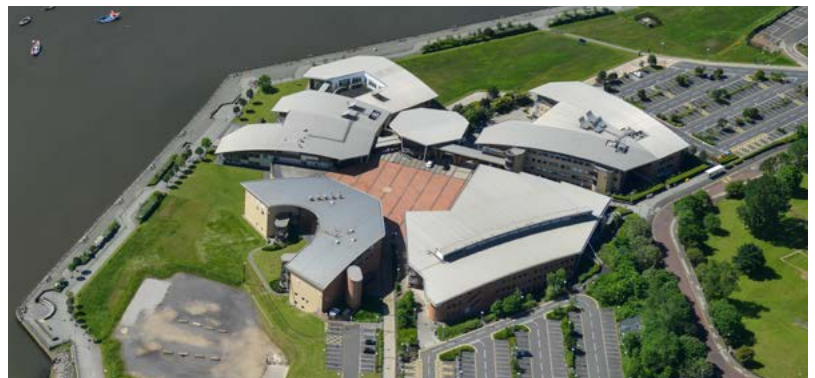


Top: Sir Tom Cowie Campus at St Peter's,
Bottom Left: Hope Winch Exhibition (Microscope)
Bottom Right: City Campus



WELCOME TO SUNDERLAND

Our city by the sea





Sunderland is a welcoming coastal city, offering an excellent quality of life

Sitting on the beautiful north-east coast at the mouth of the River Wear, our warm and friendly people are proud of their rich history and positive about the future.

Sunderland's wide sandy beaches with their big-sky views attract walkers, surfers, runners and cyclists to enjoy the fresh sea air; while the marina complex provides top-class facilities and friendly service all year round.

Our city boasts acres of green space and is close to wide, open countryside and urban attractions, with Newcastle, Durham, and the North Yorkshire Moors on the doorstep.

INVESTMENT

Over £1billion is being invested in exciting projects across the city, from the Riverside development of offices, homes and leisure facilities, through a revitalised central area and railway station to the development of a vibrant cultural quarter near City Campus. In addition, there are many great new spaces and places for enjoying leisure time at the Sunderland seafront

at Roker and Seaburn. With more investment and ambitious plans in the pipeline, Sunderland is attracting (and enjoying) plenty of attention.

Sunderland is an affordable place to live and offers a great quality of life. It's a friendly city with ambition and a bright future – join us and be part of our story.

GETTING HERE

Sunderland is connected to the rest of the UK by excellent road and rail links; and accessible by major airlines through nearby Newcastle International and Teesside International airports. Once you arrive, getting around is easy with plenty of local buses and the Tyne and Wear Metro (light rail), as well as a good network of cycle routes and public footpaths.

There are direct trains to Sunderland from London Kings Cross and the Metro serves both University campuses.



For more information about everything Sunderland has to offer, check out the My Sunderland website:

mysunderland.co.uk



**University of
Sunderland**

A LIFE-CHANGING TOP 50 UNIVERSITY

Guardian University Guide 2024

UNIVERSITY OF SUNDERLAND

City Campus
Chester Road
Sunderland
SR1 3SD

Sir Tom Cowie Campus at St Peter's
St Peter's way
Sunderland
SR6 0DD

sunderland.ac.uk

We encourage informal discussions regarding the role.
Please contact amelia.beaumont@sunderland.ac.uk or
holly.purvis@sunderland.ac.uk