

Role Profile – Part 1

Job Title:	Head of IT
Reference No:	
Reports to:	Deputy Director
Grade:	Senior Management
Working Hours:	Undefined – 37 hours for nominal purposes
Faculty / Service:	Technical Services
Location:	St Peter's Gate
Main Purpose of Role:	<p>To define and support the continuous improvement of customer experience and customer satisfaction within the University, through development and application of fit for purpose IT estate and solutions to agreed standards.</p> <p>To lead, manage and develop the teams involved in IT service delivery: specifically, Service Delivery, Operations, Development and Cyber Security; ICT Estate Management and Emerging Technology Monitoring, in order to deliver the technical solutions needed to meet the strategic and operational business objectives of the University.</p> <p>To contribute to the overall leadership, management and development of the Digital Services portfolio and drive the development of skilled, customer-focussed staff who demonstrate shared values in their work, have a commitment to developing their professional effectiveness and an understanding of the ways in which they contribute to university objectives.</p>
Key Tasks and Responsibilities:	<ul style="list-style-type: none"> • Carries out all responsibilities and interactions in keeping with the stated values of the University. • Provide coaching and other support to motivate individuals; optimise team performance and achieve buy-in of initiatives. <p>Architecture</p> <ul style="list-style-type: none"> • Ensures alignment across operational services between business strategies, enterprise transformation activities and technology directions, defining strategies, policies, standards and practices. • Identifies and responds to the changing business drivers and those areas of business need which are not adequately supported by extant and planned/projected IT initiatives. • Develops the operational response to business requirements and produces business cases for recommended and innovative ways to apply IT as an enabler. • Taking account of the business objectives and culture of the University, evaluates major options for providing effective and efficient IT services and recommends solutions. Develops and

Key Tasks and Responsibilities (continued):

presents business cases for high-level initiatives to executive management for approval, funding and prioritisation.

- Draws up plans for the implementation of authorised new applications and infrastructure support: identifying budgetary, resource constraints, and clearly showing operational costs and expected benefits and efficiencies.

Resilience Management

- Owns the Digital Services continuity plan, leading its development, implementation and maintenance.
- Works with Strategic Support Services and in particular Business Resilience to create, test and maintain disaster recovery plans for those information systems that support critical business processes.
- Agree strategies for testing and execution of disaster recovery plans to ensure that effective recovery exists for all information systems that support critical business processes.
- Works with University management to identify potential exposures of all logical, physical and procedural components of information systems that support critical business processes e.g., single points of failure, lack of effective countermeasures or lack of tested, up-to-date recovery plans.
- Working with Human Resources, contributes to employee awareness and training programmes that communicate responsibilities for business continuity.

Cyber Security

- Act as a champion for Cyber Security supporting the work of the Cyber Security Architect and team ensuring security remains at foremost in the organisation.
- Ensure that cyber capabilities are incorporated within appropriate organisational groups in order to facilitate agile and responsive restoration of IT systems.

Digital Estate Management

- Defines the University strategy for the management of the digital estate and ensures that strategy is delivered using best practice.
- Develops strategies to monitor both corporate capacity requirements and technology developments, ensuring that future demands for data centre space can be forecast and fulfilled.
- Seeks out and ensures use of industry best practice to ensure future plans are aligned to meet corporate sustainability targets.

Emerging Technology Monitoring

- Maintains up-to-date knowledge of emerging technology trends and developments in areas of interest to the University.
- Leads the team in identifying and investigates specific technologies, products, methods and techniques to assess their potential benefit to the University.
- Carries out investigations and develops business proposals to exploit key emerging technologies
- Contributes to the University's medium and long-term information management strategy
- Takes an active lead role in progressing research, development or evaluation of new products that are, potentially, of interest to the University and maintains effective relationships with vendors in order to pursue this.

<p>Key Knowledge and Expertise (cont):</p> <p>Qualifications and Professional Memberships:</p> <p>Experience:</p> <p>Key Knowledge and Expertise:</p>	<ul style="list-style-type: none"> ● Stakeholder Analysis: Demonstrable success in identifying key stakeholders and assessing their interests in order to determine the way(s) in which these interests should be considered throughout a project lifecycle. <p><u>Desirable:</u></p> <ul style="list-style-type: none"> ● Professional certification in Business / Enterprise Architecture. ● Membership of the British Computer Society. <ul style="list-style-type: none"> ● Industry and Professional Standards: Experienced in working in a formal ICT service delivery environment based on ITIL practice for service desk procedures and change management. ● Follow-up and Monitoring: Aably checks progress against targets, reporting as necessary and takes action to resolve exceptions. ● Business Process Improvement: Familiar with techniques for streamlining business processes. <ul style="list-style-type: none"> ● Functional Operations: Expert in the structure, and position of the functions and departments for which IT services are provided within a university, e.g., HR, faculties, finance, facilities. ● Cross-Functional Awareness: Fully understands the needs, objectives, hierarchy, culture and constraints of university functions and departments. ● Service Delivery Economics: Well versed in the economics of IT service delivery such as the cost of hardware, software, and human resource used to deliver the service. ● IT Audit: Proficient in principles, practices, tools and techniques of IT auditing. ● Business Proposals: Proficient in methods and techniques for preparing and presenting business cases, invitations to tender and statements of requirements both orally and in writing. ● Product Evaluation and Selection: Proficient in the analytical comparison of IT products against specified criteria to determine the best solution to a business need. ● Presentation Techniques: Proficient in methods and techniques for delivering effective presentations.
<p>Date Completed:</p>	<p>July 2022</p>