

## **JOB DESCRIPTION**

**TITLE:**           **HEAD OF IT**

**REPORTS TO:**

The Head of IT reports to the Deputy Vice-Chancellor (DVC), Finance and Operations.

**LOCATION:**

The Head of IT will be based at the University's London campuses and may be required to work at different sites as agreed with the Deputy Vice-Chancellor (DVC), Finance and Operations.

**SUMMARY:**

The Head of IT is responsible for the running of all IT Operations, Systems and Services and for the planning and development of all IT Services to meet the evolving needs of the University, in-line with the Strategic Plan.

**MAIN DUTIES:**

Leadership

- Contribute to the development and implementation of the University's vision and objectives and be responsible for the development and implementation of the Information Technology related strategies.
- Provide strategic and operational leadership to the IT team and management of the relevant budgets and purchasing strategies.
- Lead any change programmes and/or major projects within IT and any change programmes/major projects across the University which have an IT agenda, supporting these with appropriate project management processes.
- Develop and maintain a forward-thinking team with the appropriate mix of business knowledge, technical and professional skills and competencies that balance the strategic agenda and ensuring the core services are reliable, stable, efficient, and effective.
- Act as the University level sponsor for information security and cyber threat awareness and ensure the University has suitable mitigations and continuity plans in place to deal with any security or cyber threats and other information systems-related risks.

Service development

- Manage, deliver, and develop IT services, systems and electronic resources in-line with stakeholder needs and technological changes.
- Understand faculty, staff and student demands and requirements (current and future) ensure that all the information technology provided are relevant, appropriate, and cost-effective and reflect the University's Equality, Diversity and Inclusion and Environment and Sustainability Frameworks.
- Work collaboratively with colleagues across the University to drive the Digital Strategy, including Technology Enhanced Learning, to enable student success and support growth and innovative curriculum delivery in line with the Strategic Plan.

- Oversee the specification, procurement, and implementation of new major systems, ensuring that these are delivered in a timely and cost-effective manner, and deliver a substantially enhanced user experience.
- Engage with appropriate external bodies (JISC, UCISA, SCOUNL, CILIP and others), keeping abreast of external developments to promote new/innovative uses of technology and other resources to support/enhance learning, teaching, research and enterprise activities.

#### Performance management

- Flexibly manage the resources within IT, providing effective and customer-centric services, achieving high levels of customer satisfaction, and ensuring that staff maintain and develop their skills in line with agreed performance criteria and developmental objectives.
- Ensure that strategies, policies, procedures, and processes are relevant, consistent, up to date and conform with best practice and can be measured against relevant industry/sector key performance indicators/benchmarks.
- Ensure the network, internet, and other services are robust (in terms of availability, security, and compliance), with responsibility for all aspects of IT and related security, disaster recovery and business continuity plans.

#### Data Governance and Compliance

- Advise on the safe custody, storage, and retention of all University data in collaboration with the University Data Protection Officer.
- Ensure the University has an effective approach to records management and archiving through the development of appropriate policies, procedures and support.
- Support the Operations Committee and Academic Board and collaborate with Strategic & Institutional Planning initiatives to enable effective use of data to drive University level decision-making and reporting.

#### **SPECIAL NOTE:**

Permanent IT staff are required to work 35 hours a week on a schedule to be determined at the start of each semester. By the nature of the duties of this position, there is a requirement for daytime, evening and weekend work. Additional hours to deal with peak workloads and cover will be compensated with time off in lieu. IT staff are encouraged to take their annual leave allowance outside peak periods. *A Disclosure and Barring and Service check at the basic level is required for this position.*

#### **GENERAL:**

The above responsibilities are subject to change at the discretion of Deputy Vice-Chancellor (DVC), Finance and Operations and shall include other responsibilities as required from time to time. The Deputy Vice-Chancellor (DVC), Finance and Operations will work with the Head of IT to coordinate work and resolve problems and will evaluate performance.

## **PERSON SPECIFICATION**

### **ESSENTIAL:**

- Evidence of strategic leadership, operational management and planning of IT in a dynamic and complex environment, preferably in Higher Education;
- Experience of successfully leading major change management programmes and successfully implementing major projects;
- Hands on approach to leading, managing and motivating diverse teams and delivering highly customer-focussed services;
- Ability to conceptualise and analyse problems and to communicate complex and technical information and ideas to non-technical people;
- Knowledge of relevant legislation and best practice including data and systems security, data protection, copyright and accessibility;
- Professional IT / IT&S qualification or equivalent plus work-based experience or equivalent experience
- Understanding of the issues and challenges facing the Higher Education sector and the implications of these for the use and application of Information Systems and Services.

### **DESIRABLE:**

- An imaginative and enthusiastic approach to work and to promoting IT to the University community;
- Proven capacity to understand and interpret trends and development in IT and to apply these within a specific industry setting;

### **DATE REVIEWED:**

August 2023