



The University of
business, practice
and the professions.

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**Director of IT
Architecture &
Information Security**



CITY
UNIVERSITY OF LONDON
EST 1894

Role Profile

Post Director of IT Architecture & Information Security

Department Information Technology

School Professional Services

Grade 9

Tenure Permanent

Reports to Chief Information Officer (CIO)

Context

City, University of London is the University of business, practice and the professions. We have a compelling Strategy which places Technology and Digital Change at the heart to deliver an excellent student experience and teaching capabilities.

Information Technology (IT) provides technology and digital services to the staff and students, including front-line support services, infrastructure, applications and project delivery. The Director of IT Architecture & Information Security is a key member of the new IT Leadership team.

They will be pivotal in defining City's technology and digital architecture strategy, ensuring this provides future-proofed services, and will lead the implementation of robust, proactive and effective Information Security processes and technologies.



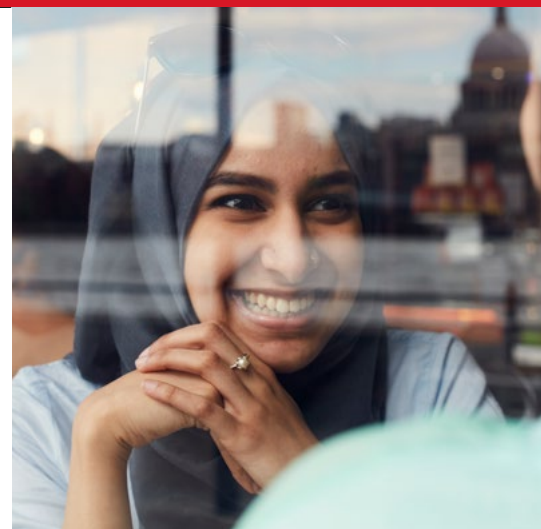
Our Values

Our values are important to staff, students and our wider community.

We act

We shape the world through our actions. We always act with integrity. When we can change something for the better, offer help, or make a difference, we choose to do so.

Change is possible if we have the courage to make it happen.



We care

We care for each other and for the world around us. We are inclusive, collegial and value diversity.




We learn

We (re)think. We are curious, rational thinkers who make decisions based on the best available information. We are open-minded and inquisitive. That means that we are never too wedded to our assumptions. If we uncover new insights indicating that we should change our mind, we do.


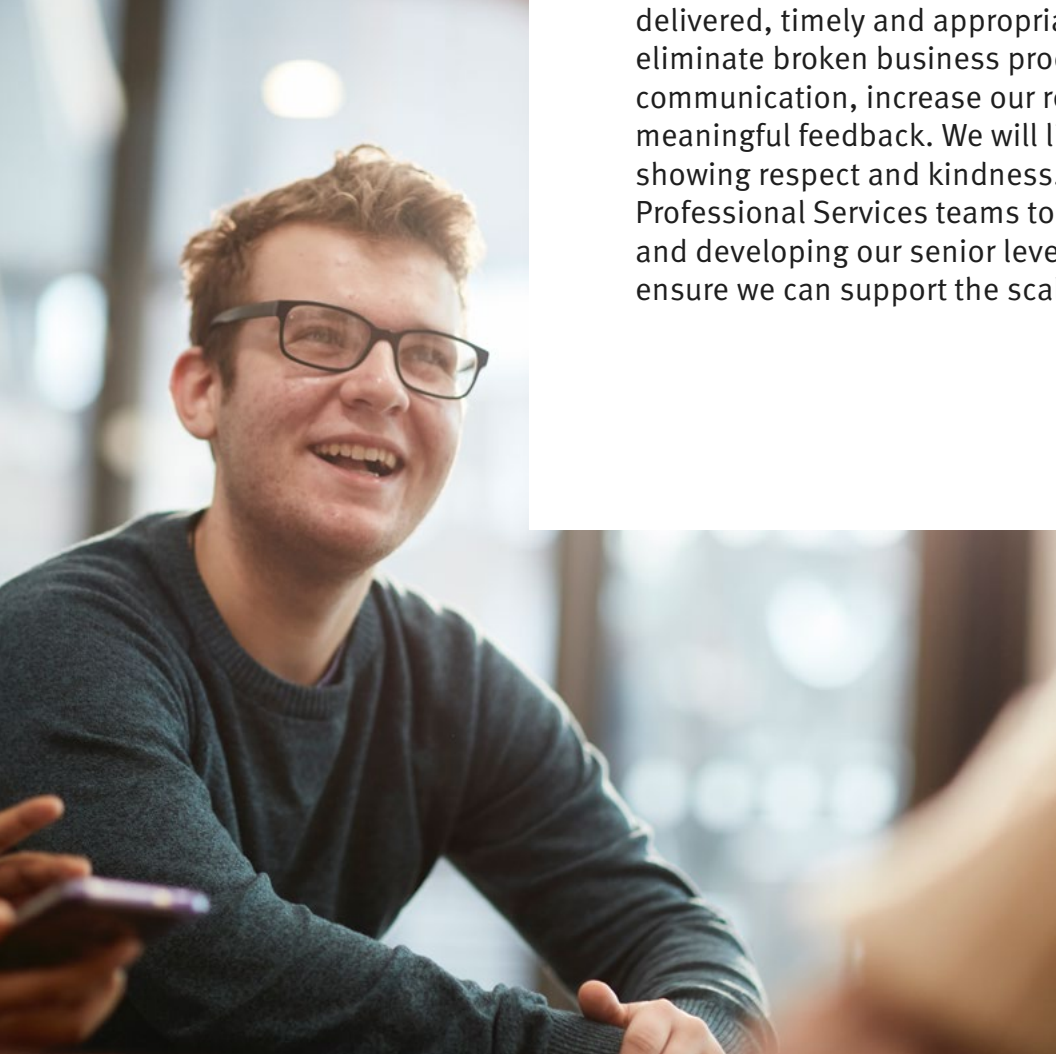


Our Strategy



Our top priority is our students' experience. It is critical to City's future success and requires our collective effort to achieve. They should have the best possible experience while at City, make positive connections with fellow students and with our staff, and feel they are a valued member of our community.

We will focus attention on excellent teaching and well-delivered, timely and appropriate assessment. We will eliminate broken business processes, improve student communication, increase our responsiveness and provide meaningful feedback. We will listen to our students, showing respect and kindness. We are aligning our Professional Services teams to meet these commitments and developing our senior level strategic capacity to ensure we can support the scale of our ambition.



Our Strategy

1.
We build successful and fulfilling careers and develop leaders for the world of work

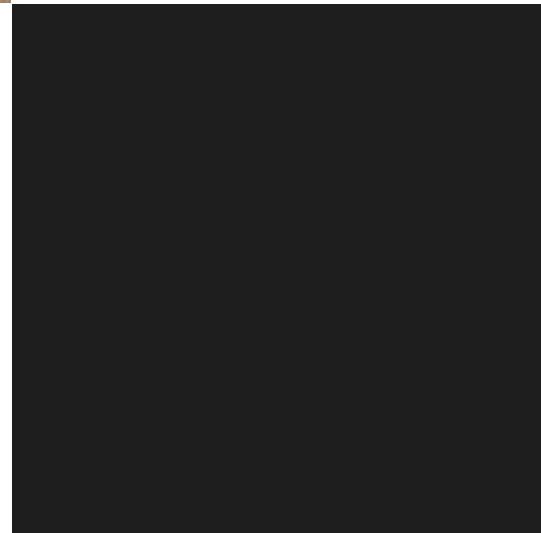
Understanding, celebrating and empowering our students – the students who choose us, and whom we choose – and delivering enriching and personalised educational experiences.



Providing relevant skills, attributes and approaches that enable our graduates to succeed in their future careers and life pathways.



Creating a diverse and vibrant community of learning that reaches far beyond the University and is sustained through powerful networks.



Our Strategy

2. We undertake research at the frontier of practice

Fostering important,
impactful and engaged
research.

Educating professionals
for whom evidence-based
thinking is integral to their
practice.



Challenging practice and
redefining the professions.

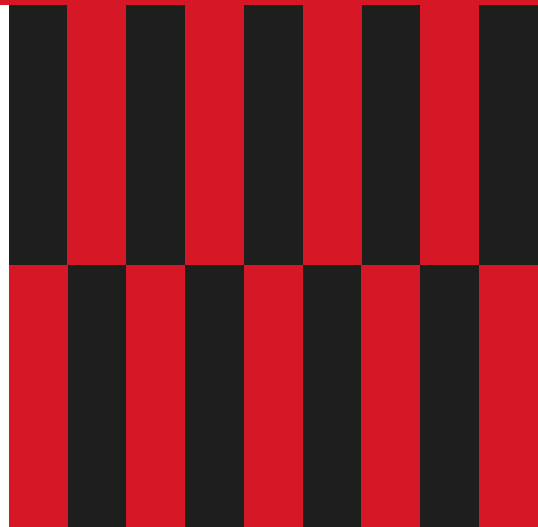
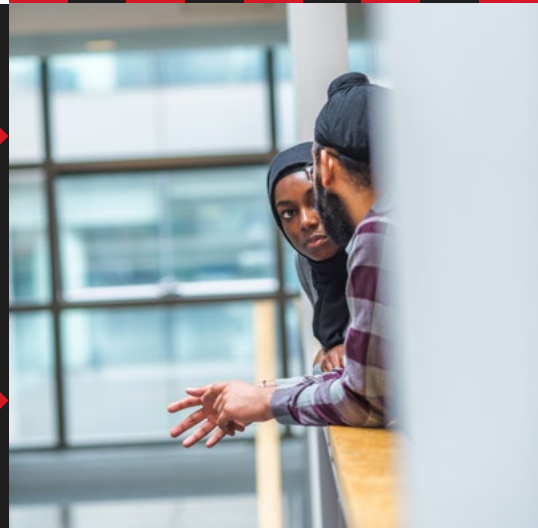
Our Strategy

3. We are a flexible, high- performing learning organisation

Building a great place to work that is inclusive, supports well-being and is a fun place to be.

Creating an accountable, socially responsible, efficient and responsive organisation that can deliver this strategy.

Operating a robust and sustainable financial margin that ensures we have the space to achieve our mission.



Our Strategy

4. We are open and outward-facing

Comfortable with partnership and happy with co-creation – the opposite of an ivory tower.



Ambitious, innovative and risk-taking – not afraid to be different.



Embedded in London, a world capital, and proud of our deep connections with the City of London.

Introduction

Dear prospective candidate,

I am delighted that you are considering applying for the role of Director of IT Architecture & Information Security, this is a key member of the IT Leadership team at City, University of London.

This is an incredibly exciting time to be joining City. Our new **Vision and Strategy** re-affirms our ambition as the leading university for business, practice and the professions. It commits to outstanding delivery for our students, maintaining research at the frontier of delivery and being a great place to work for our staff.

But our institutional ambition does not stop there. From 1 August 2024 City and St. George's will merge to form an extended multi-faculty institution. We are at the early stages of what will certainly be a complex journey; continuing to build our Professional Services teams to bring together the necessary expertise to deliver this transformational project. The new IT Leadership team will be key to the successful delivery of integrated technology and digital services across the merged institution.

Helen Watson, Chief Operating Officer (COO)

Thank you for your interest in the role of Director of IT Architecture & Information Security.

The new IT Leadership team is an essential part of Professional Services to deliver digital and technology change at pace to City, enabling our strategic priorities. As a member of the new team, you will provide dynamic, inspirational and collaborative leadership to deliver City's Technology & Digital Strategy.

As part of establishing the new IT Leadership team, we are moving to a new IT operating model with the establishment of five new groups: Technology Services, Architecture & Cyber Security, Digital Change & Project Delivery, Enterprise Services and Digital Innovation.

You will work alongside peers who are driven, focused and passionate about harnessing technology and digital services, to deliver excellent services to all our communities including staff and students. You will value being part of a team that rallies together to solve challenges, is people focused, highly collaborative and shares a deep commitment to delivering the best digital and technology services to City.

In return, you will find City to be a great place to work and you will be surrounded by committed and supportive colleagues across the institution, who are all working to achieve City's strategic mission.

Jots Sehmbi, Chief Information Officer (CIO)

We look forward to receiving your application.



Job purpose

Information Technology (IT) provides technology and digital services to the staff and students, including front-line support services, infrastructure, applications and project delivery.

The Director of IT Architecture & Information Security will report to the Chief Information Officer (CIO). The purpose of the role is to develop the Architecture and Information Security functions, ensuring they deliver fit-for-purpose strategic technology roadmaps, architectural principles and continually improving information and cyber security processes and defences.

As a member of the new IT Leadership team, the role will be pivotal in driving the maturity of IT's new operating model through the establishment of a Strategic Technical Design Authority, Architectural Review Boards and support the implementation of core delivery processes e.g., ITIL processes via the newly established Service Management Office (SMO) and IT Project Management Office (IT PMO).

The Director of IT Architecture and Information Security will:

- Provide effective leadership and line management to staff within the Architecture and Information Security group and shape these into high-performance and customer-orientated teams.
- Manage and deliver, robust and best practice Architecture and Information Security services to ensure that all technology and digital assets are safeguarded against cyber-attacks and best value is extracted from all technology services.
- Implement best practice Architecture and Information Security standard IT practices and processes across the assigned service portfolio with clearly defined technology roadmaps, to increase efficiency and standardisation of services, resulting in tangible cost reduction.
- Support the annual resource and financial planning processes through the composition of business cases for new services or improvements to existing services.
- Build strong and effective relationships with key stakeholders across City and be seen as a trusted and respected advisor.
- Ensure IT's contribution to the wider City processes is valued and seen as responsive to evolving customer needs.
- Own and manage the budget for the group, ensuring budget targets are achieved through effective financial control processes.
- Ensure that full return on investment is achieved from our current and future digital and technology assets, and that our on-site legacy services are successfully transitioned and architected into a modernised technology stack, through a programme of work to move to a cloud-first service delivery model.



Key Relationships

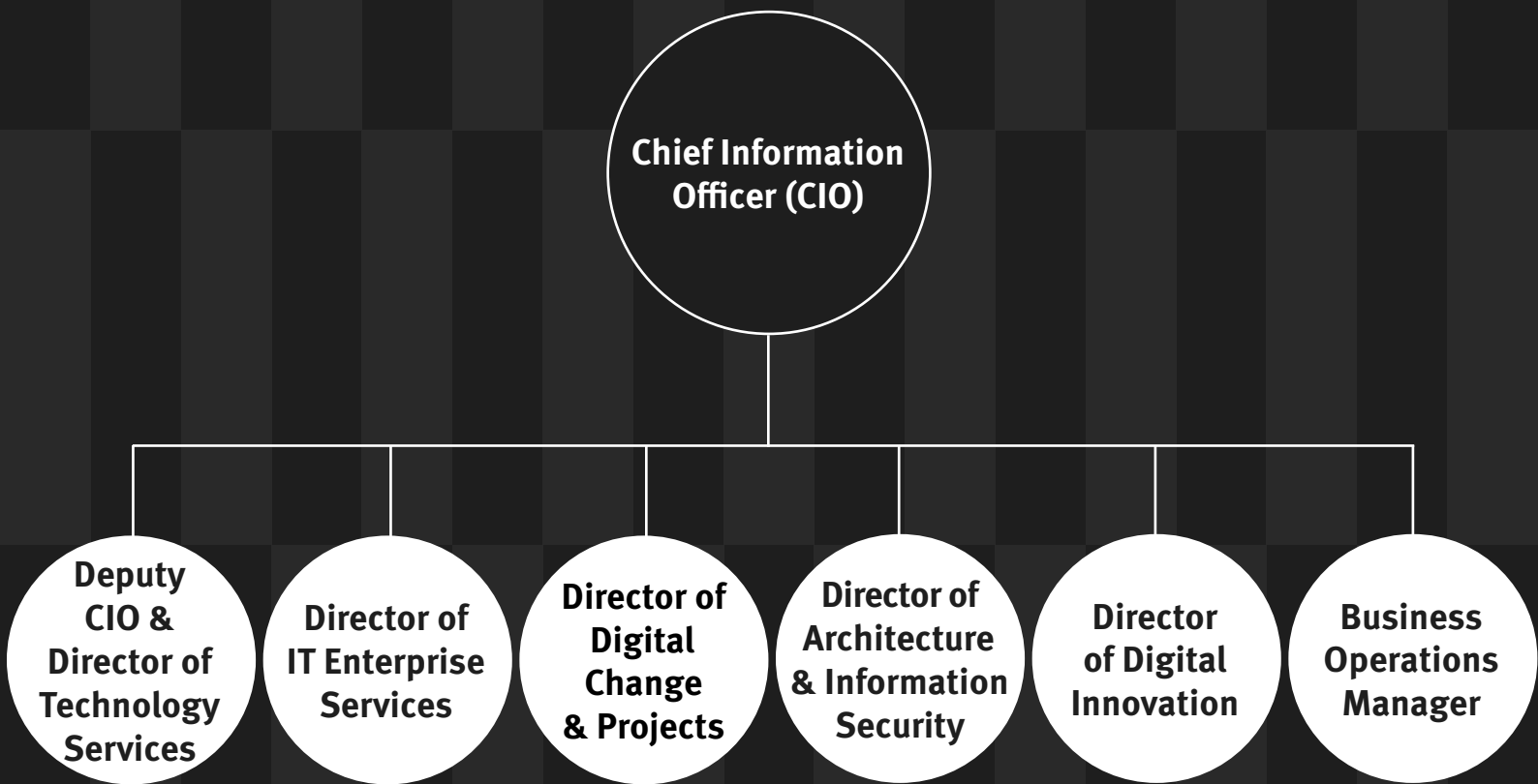
Internal:

IT Leadership Team, Architecture & Information Security Team, IT Heads of, COO, Deputy COO, Director of Change, Vice Presidents (VP, Education; VP, Digital and Student Experience; VP, Research, and VP, Enterprise, Engagement and Employability), Director of Student Experience, Academic Registrar, Head of Digital Education, Director of LEaD, Director of Strategic Performance and Planning, School COOs, Professional Services Directors, Change Support Unit, and Head of Procurement.

External:

Vendors and service providers, supplier account managers, partner organisations and professional bodies.

City, University of London Information Technology





Main responsibilities

1. People & Leadership

- Provide effective leadership and line management to staff within the Architecture & Information Security (AIS) group, and shape these into high performance and customer orientated teams.
- Consistent and effective performance management of staff including setting clear, specific and measurable objectives that are reviewed at least every six months. Objectives set for staff should clearly align with the overall departmental objectives and IT strategy. Manage any poor team or individual performance in accordance with City's HR processes.
- Provide an effective development framework for staff. Ensure all staff have a training plan and actively encourage the uptake of training agreed within the training plan.
- Create a clear vision for the AIS group and ensure the organisational design and operation of the group is fit for purpose through staff recruitment, retention, and talent management plans.
- Inspire, motivate and lead staff in the delivery of customer-centric, effective and relevant services ensuring high levels of satisfaction among stakeholders.
- Own and deliver initiatives assigned on the Staff Survey Action Plan.
- Be an active member of the IT leadership team being proactive, supportive, and constructive participation but also challenging where appropriate, whilst maintaining cabinet collective responsibility.

- Develop and maintain excellent working relationships with senior stakeholders across the organisation.
- Demonstrate inspirational, supportive, and collaborative leadership to all members of the IT organisation and across City.
- Deputise for the CIO and DCIO as required, providing continuity of departmental leadership, and strategic technical direction.
- Provide expert and thought leadership on all matters relating to Architecture and Information Security in the organisation.

2. Robust Delivery of Architecture & Information Security Services

- Develop, mobilise, and embed the Architecture and Information Security functions through a defined service offering, setting targets and reporting on performance.
- Mobilise the strategic Technical Design Authority (TDA) to be the primary authoritative group for approval of technical designs of new services, changes to existing services and overseeing the service decommissioning pipeline.
- Develop strategic technical architectural principles for all domains Business, Network, Applications, Infrastructure etc. (TOGAF domains) and win support from business and technical stakeholders for these.
- Work with the IT Leadership team to ensure there are clear technology roadmaps for all core services defined in the Service Catalogue.



- Define and own the Architecture stream within the City Project Lifecycle process, ensuring the stream has clearly defined products (templates) which result in clear technical design outcomes.
- Defining design standards and patterns for all technical catalogues to ensure technical designs e.g. HLDs and LLDs are in line with strategic technology choices and roadmaps.
- Act as a senior approver on the project gate control process e.g. supporting project boards with go/no go decisions related to technology designs.
- Act as the senior technical advisor on strategic projects, advising on senior stakeholders on technology and information security risk, and the provision of technical supplier services for ERP, moving student systems to the cloud and cyber security projects.
- Develop a robust information and cyber security service which delivers to our compliance requirements, ensures our cyber security insurance is maintained year on year, annual provision of training for staff, robust security policies in place with regular review.
- Develop and own the City Cyber Response Plan, ensuring it remains fit for purpose with periodic review.
- Develop and own the technology and cyber security risk management processes, including regular reporting of risks to the IT Leadership team, SIRO and Audit & Risk Committee (ARC).
- Working with the IT Leadership team to ensure that the necessary arrangements are in place to maintain or recover the delivery of systems and services in the event of any physical, technical, or environmental disaster or major outage providing continuity of services.

- Implement best practice Architectural IT practices and processes across the assigned service portfolio, to increase efficiency, especially across the core standard shared services, to improve operational services and reduce cost.

3. Effective Stakeholder Management & Communication

- Build strong and effective relationships with key stakeholders within IT and across City, be seen as a trusted and respected advisor on all matters related to Architecture and Information Security.
- Champion and represent IT professionally at senior level meetings (operational boards, governance meetings, project boards), communicating with clarity, impact, and confidence.
- With the support of the Service Management team, undertake and lead on regular service reviews with senior customer/business stakeholders, ensuring there are achievable improvement plans in place to address any services not performing to defined technical standards and delivering on these.
- Ensure IT's contribution to the wider City processes is valued and seen as responsive to evolving customer needs.
- Ensure the provision of timely and accurate management information to internal and external parties e.g. reporting on service performance targets for the monthly Service Management Board, ARC, Risk Management Groups etc.
- Represent IT externally at events, conferences, industry body meetings etc.



- Understand and manage customer requirements and customer service expectation by setting and measuring against a set of service targets and achieving high levels of customer satisfaction.

4. Strategy & Planning

- Work with the IT Leadership team to define the IT & Digital strategy.
- Support the annual planning, resource, and financial planning processes through the composition of business cases for new services or improvements to existing services.
- Set a clear vision and strategy for the effective and efficient delivery of AIS group, aligned to the departmental objectives and IT services.
- Look beyond technology to see how process improvements or other changes could increase the efficiency and effectiveness of the service and customer area.
- Develop, own, and deliver technical roadmaps which are aligned to our IT strategy and Architectural principles and roadmaps.
- Manage the smooth introduction of project driven technical change into the production environment, with the support of the IT Service Design & Transition function.
- Contribute to the development and improvement of key IT governance groups including: Technical Design Authority, IT Portfolio Review Committee, Architecture Boards, Estates & Technology Board etc.

5. Resources, Finances & Supplier Management

- Allocation of financial and people resources in line with resource management processes.
- Own and manage the budget for AIS, ensure budget targets are achieved through effective financial control processes.
- Effective management of IT suppliers and providers, ensuring adherence to performance levels, owning escalations to full resolution etc.
- Ensure effective and robust contract management disciplines are followed, including adherence to procurement processes.
- Ensure the contract management approach for IT drives effective supplier performance and delivers continuous supplier performance improvements.

Additional information

- The post holder must at all times carry out their responsibilities with due regard to City, University of London's Equal Opportunities Statement.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with General Data Protection Regulation 2018 (GDPR) - the Data Protection Act 2018.



- The post holder must carry out their responsibilities with due regard to the non-smoking environment of City, University of London.
- At City, subject to agreement, relevant Professional Services roles may work in a hybrid way, involving a mixture of working on campus and at home each week. City's vision for hybrid working is:

“To provide a framework for developing and implementing working practices that will enable staff to work efficiently and seamlessly, in a way that maintains a high-quality service to students and other stakeholders, and that brings some additional flexibility for staff. Hybrid working gives us the opportunity to enhance our culture and reduce our environmental impact by maximising collaboration, modernising how we use the workplace, and reviewing the way we work”.

Where a hybrid working arrangement can be accommodated, specific details will be discussed and agreed with the postholder. Regardless of where colleagues are working, City, University of London's premises will be their primary and contractual place of work.

Sustainable Development

City, University of London is committed to a policy of best practice to assist in building a sustainable way of life by taking a positive, solutions-orientated approach. All post holders are encouraged to contribute through their roles to improving the environment for City and the wider community.

Details of policy, information and staff development supporting the policy on the environment and sustainability can be found at www.city.ac.uk/green-policies.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the post, Department, School and City, University of London.

Job descriptions should be regularly reviewed and at least prior to the annual appraisal, if applicable or on a regular basis to ensure they are an accurate representation of the post.

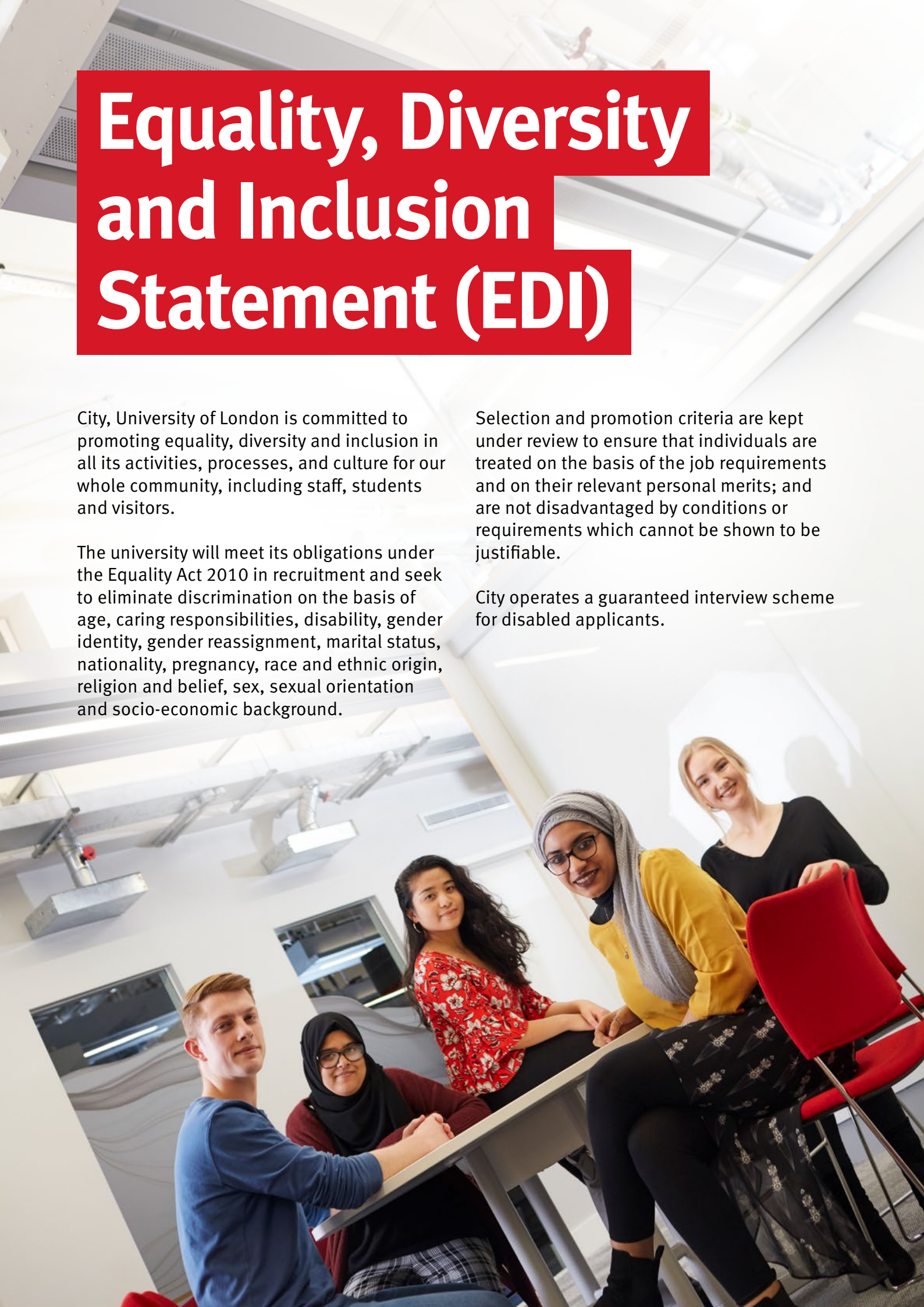
Equality, Diversity and Inclusion Statement (EDI)

City, University of London is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture for our whole community, including staff, students and visitors.

The university will meet its obligations under the Equality Act 2010 in recruitment and seek to eliminate discrimination on the basis of age, caring responsibilities, disability, gender identity, gender reassignment, marital status, nationality, pregnancy, race and ethnic origin, religion and belief, sex, sexual orientation and socio-economic background.

Selection and promotion criteria are kept under review to ensure that individuals are treated on the basis of the job requirements and on their relevant personal merits; and are not disadvantaged by conditions or requirements which cannot be shown to be justifiable.

City operates a guaranteed interview scheme for disabled applicants.



Person specification



Post Director of IT Architecture & Information Security
Department Information Technology

Grade 9
Tenure Permanent
Reports to Chief Information Officer (CIO)

Criteria	Essential / Desirable	Method of Assessment
Qualifications and knowledge		
Educated to degree level, or with equivalent work experience.	Essential	Application
Professional architecture and security qualifications such as TOGAF, SABSA, CISSP or equivalent.	Essential	Application
Professional qualifications such as ITIL, MSP, PRINCE2, and/or membership of an appropriate professional body.	Desirable	Application
Substantial knowledge and experience of developing and delivering Architecture and Information Security Services in a complex organisation.	Essential	Application, Interview
Broad knowledge of all areas of IT including Information Compliance, Information Security, Networks and Infrastructure, Service and Operations, Application Development, Programme and Project Management.	Essential	Application, Interview
Experience		
Substantial relevant experience and/or at least 5 years' experience working for a large, complex organisation in a senior technical director position, with experience of rationalising infrastructure, technology, and digital services.	Essential	Application, Interview
Extensive experience of implementing a broad range of technologies including: SAAS, PAAS, DAAS, IAAS and Enterprise Services with clearly defined architectural roadmaps, resulting in tangible modernisation of legacy services.	Essential	Application, Interview
Experience in strategic planning and execution. Knowledge of contracting, negotiating, and change management.	Essential	Application, Interview
Experience of defining and delivering an Information/Cyber Security function in a complex organisation including technology, policies, processes, and risk management.	Essential	Application, Interview
Experience of implementing technology integrations in a large division and/or complex organisation.	Essential	Application, Interview



Person specification

Demonstrable experience of embedding Architecture and Information Security discipline, functions and practice in large programmes in a complex business and infrastructure environment.	Essential	Application, Interview, Exercise
Financial management of capital budgets in excess of £1m, coupled with strong vendor management experience.	Essential	Application, Interview
Experience and understanding of the Higher Education sector.	Desirable	Application
Experienced in risk management, contingency planning, business continuity and disaster recovery.	Essential	Application, Interview
A visionary and inspirational leader with extensive people management experience including performance management, leading and developing high performance teams and optimising departmental resource.	Essential	Application, Interview, Exercise
Management of in-house and third-party suppliers to achieve best value and to performance agreements.	Essential	Application, Interview
Experience of winning the confidence of the highest level of stakeholders including senior academics and executive management.	Essential	Application, Interview
Skills and Abilities		
Ability to develop and maintain their own knowledge at the forefront of current thinking in their field. Uses critical analysis to evaluate new developments and is able to quickly determine the potential impact of such developments.	Essential	Application, Interview
Excellent leadership skills with the ability to motivate and lead a diverse range of technical experts with drive and energy, behind a compelling vision to deliver outstanding services, and shape staff into high performing teams.	Essential	Application, Interview, Exercise
Ability to win the trust of a diverse stakeholder groups at all level within the organisation, with the ability to explain technical concepts in a non-technical way.	Essential	Application, Interview, Exercise
Outstanding communication skills, with abilities including consensus-building, facilitation, and networking to establish an internal network.	Essential	Interview, Exercise
Politically astute, possessing tact and diplomacy with the ability to deliver through matrix organisations and delivery models.	Essential	Interview, Exercise

Salary and conditions of service

The salient features of conditions of service for Senior Administrative, Senior Library & Computer Staff are as follows:

- Salary will be competitive and on Grade 9 of the salary scales for Senior Administrative, Library & Computer Staff.
- Annual Leave is 30 days, plus 8 statutory and 4 additional days during the Christmas holiday period.
- Automatic entry into the Universities Superannuation Scheme (USS) with the option to opt out.
- All offers of appointment are subject to City receiving satisfactory references and medical clearance.
- All posts at City are subject to reasonable adjustment under the Equalities Act (2010).
- All appointments at City are subject to a probationary period.
- The appointment is terminable by three month's notice on either side.

Applications

When preparing your application, you should address carefully the post details enclosed and in particular the qualities outlined in the Person Specification. Please include examples where appropriate.

All applications must be received by the advertised deadline.



If you have any informal questions about this role, please email
cio-office@city.ac.uk

Further information

City operates a no-smoking policy.

City offers an excellent pension scheme, generous leave allowance, season ticket loan, a good working environment and access to fitness and social facilities.

City confirms its commitment to equal opportunities in all its activities. It is intended that no job applicant or employee will receive less favourable treatment on the grounds of political belief, sex, sexual orientation, disability, marital status, race, nationality, ethnic origin, religion or social class. Selection and promotion criteria are kept under review to ensure that individuals are treated on the basis of the job requirements and on their relevant personal merits; and are not disadvantaged by conditions or requirements which cannot be shown to be justifiable.

If you have a disability and are interested in this post, City welcomes your application. For an informal discussion you may wish to contact the Recruitment Team on:



Telephone
+44 (0)20 7040 3085



E-mail
hradmin@city.ac.uk

City, University of London

Northampton Square

London

EC1V 0HB

United Kingdom

www.city.ac.uk



Telephone enquiries

+44 (0) 20 7040 3085



Email enquiries

hradmin@city.ac.uk



**UNIVERSITY
OF LONDON**

City, University of London is an independent member institution of the University of London. Established by Royal Charter in 1836, the University of London consists of 17 independent member institutions with outstanding global reputations and several prestigious central academic bodies and activities.

