The University of
business, practice
and the professions.

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# Director of IT
# Portfolio Delivery

**CITY**
**ST GEORGE'S**
UNIVERSITY OF LONDON

# Role Profile

**Post** Director of IT Portfolio Delivery

**Department** Information Technology

**School** Professional Services

**Grade** 9

**Tenure** Permanent

**Reports to** Chief Information Officer (CIO)

## Context

City St George's, 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 Portfolio Delivery is a key member of the new IT Leadership team and will be pivotal in delivering IT's new operating model through the establishment of the IT Project Management Office (PMO) and maturing our portfolio and project delivery capabilities, supported by robust governance processes.
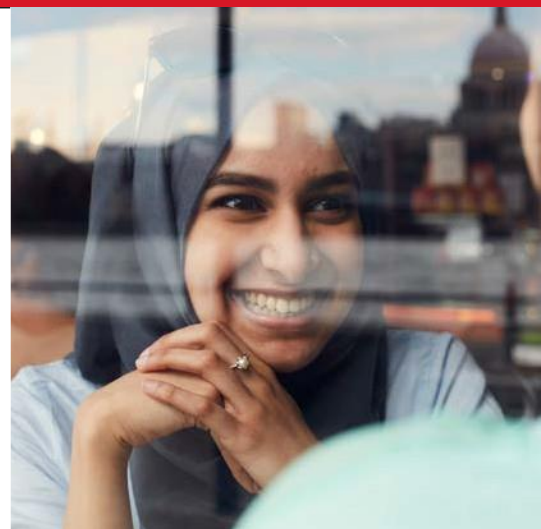
# Our Values



**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.
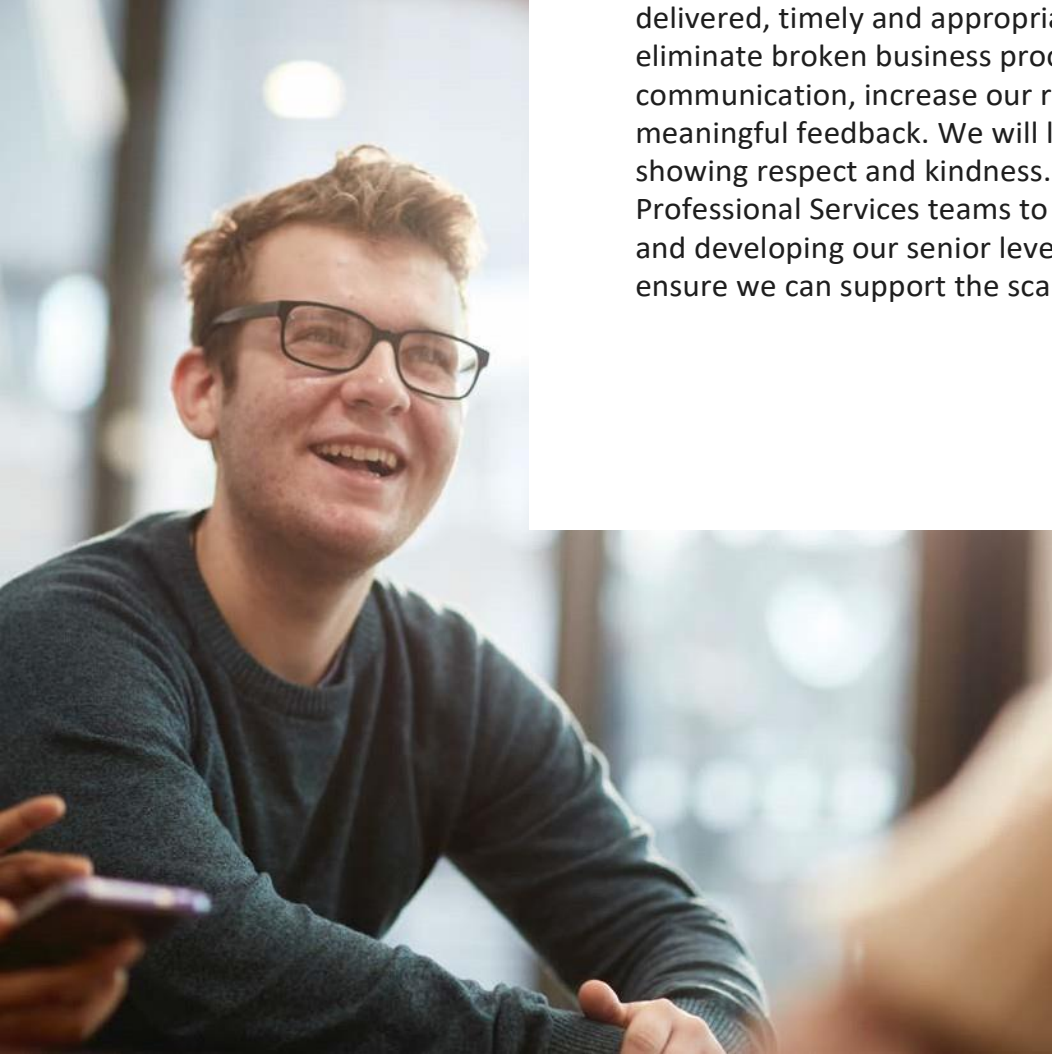
# Our Strategy

Our top priority is our students' experience. It is critical to City St George's future success and requires our collective effort to achieve. They should have the best possible experience while at City St George's, 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.
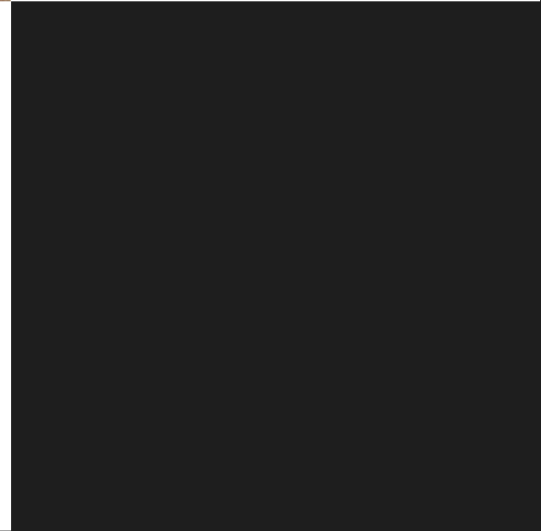
# Our Strategy

## 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.

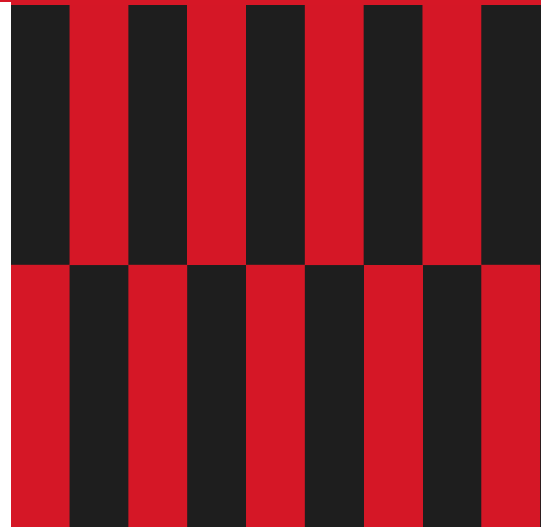# Our Strategy

## 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.

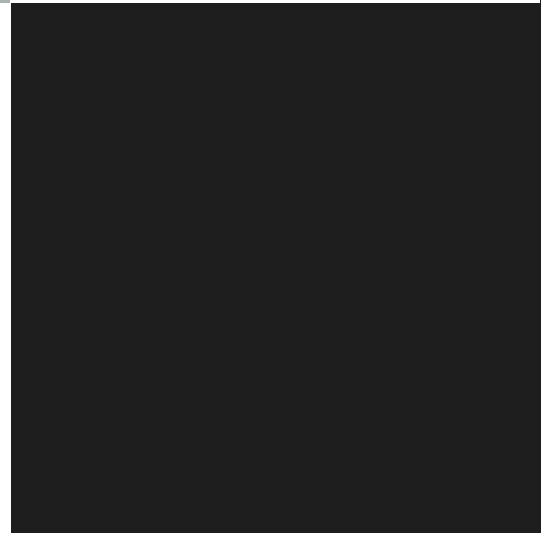# Our Strategy

## 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 Portfolio Delivery, this is a key member of the IT Leadership team at City St George's, University of London.

This is an incredibly exciting time to be joining City St George's. Our **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. In late 2024 we merged to become City St George's 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 Portfolio Delivery.

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

In return, you will find City St George's 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 St George'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 staff and students, including front-line support services, infrastructure, applications and project delivery.

The Director of IT Portfolio Delivery is responsible for delivering IT's project and portfolio management processes, including the establishment of and operation of the IT Project Management Office (PMO) and the IT Portfolio Review Committee (ITPRC), and also providing expert assurance on key strategic programmes including the ERP programme.

The postholder will report to the Chief Information Officer (CIO) and will be a member of the new IT Leadership team. The role has direct management of the IT Portfolio Delivery function which includes project managers, business analysts, project support officers, Head of IT PMO and ERP Programme Manager.

## The Director of IT Portfolio Delivery will:

- Provide effective leadership and line management to staff within the IT Portfolio Delivery group, and shape these into high-performance and customer-orientated teams.
- Develop the IT Portfolio Delivery practice and function including staff development and maturing the IT Project Management Office.
- Successfully deliver all projects and programmes within the IT Delivery portfolio including to budget, scope, time and quality.

- Build exceptionally strong relationships with senior executives and stakeholders across City St George's to provide assurance on projects and programmes and be recognised as a trusted and respected advisor.
- Deliver IT portfolio services including status reporting, financial monitoring and updates, contingency plans etc.
- Support the annual resource and financial planning processes through the composition of business cases for new services or improvements to existing services.
- Ensure IT's contribution to the wider City St George's 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.

## Key Relationships

### Internal:
IT Leadership Team, IT Portfolio Delivery Teams, 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 St George's, University of London Information Technology

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                    Chief Information
                     Officer (CIO)
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- Deputy CIO & Director of Technology Services
- Director of IT Enterprise Services
- Director of IT Portfolio Delivery
- Director of Architecture & Information Security
- Director of Digital Innovation
- Business Operations Manager
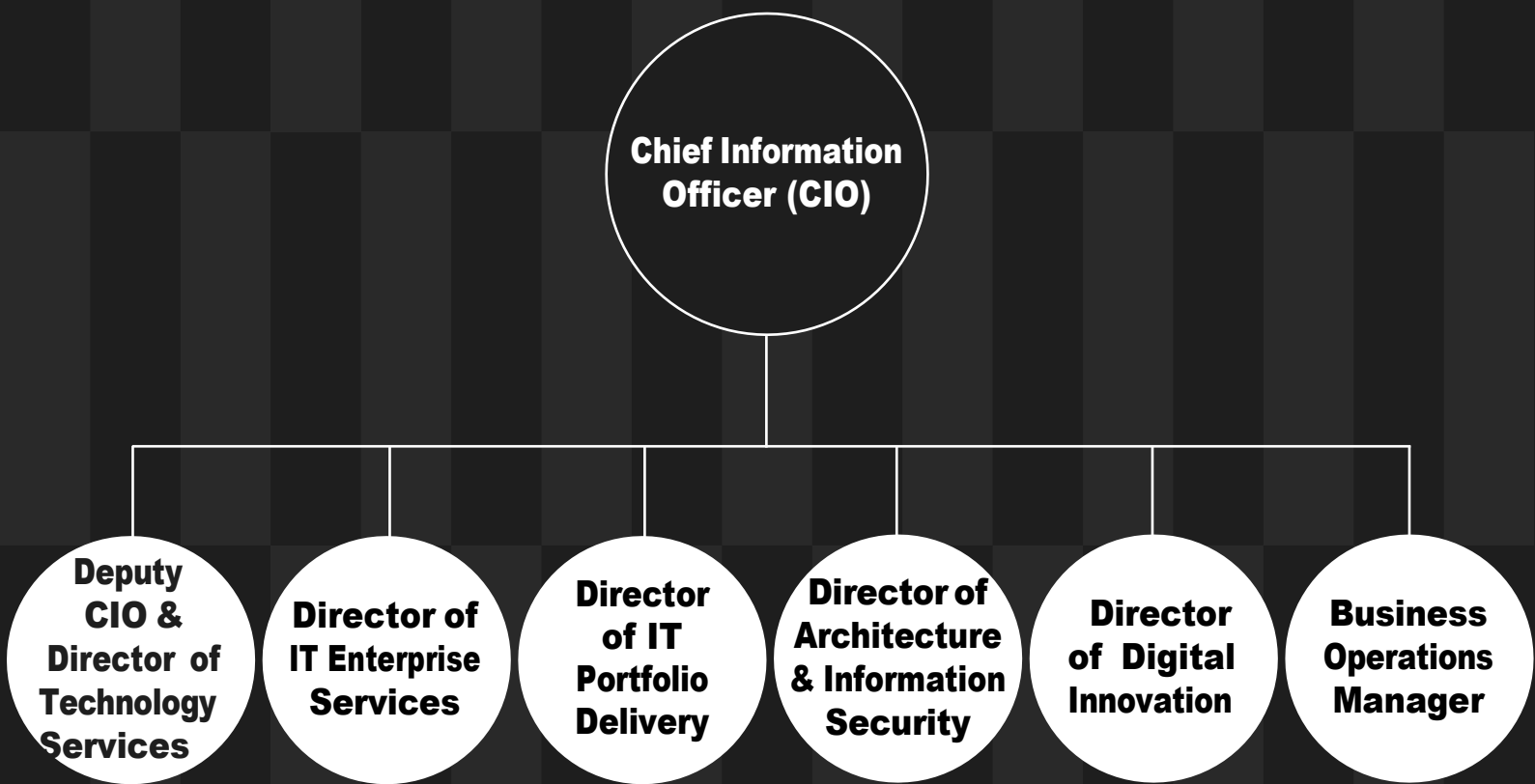
# Main responsibilities

## 1. People & Leadership

- Provide effective leadership and line management to staff within the IT Portfolio Delivery 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 St George'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 IT Portfolio Delivery 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 assigned initiatives on the Staff Survey Action Plan.
- Be an active member of the IT Leadership Team, being proactive, supportive, and constructive, but also challenging where appropriate, whilst maintaining cabinet collective responsibility.
- Develop and maintain excellent working relationships with senior stakeholders across the organisation.
- Deputise for the CIO and DCIO as required, providing continuity of departmental leadership, and management of operational performance.

## 2. Portfolio Management and PMO service

- Develop initiatives to implement transformational change which help the organisation realise its strategic goals.
- Develop the nature, composition, and plan for the IT Change Portfolio, including a 5-year roadmap for strategic IT change initiatives.
- Own the governance of the IT Change Portfolio, creating and refining appropriate governance bodies, reporting, and assurance processes.
- Manage the pipeline of new initiatives, supporting their ideation and development into business cases.
- Ensure there is a robust resource management approach for the portfolio, including a forward resource plan and strategies to ensure resource demands are met.
- Liaise closely with the Change Support Unit to influence the development of the organisational project and programme delivery framework, and ensure that technology projects align with and supplement the organisational framework.
- Ensure there is a clear, robust, and

standardised approach to reporting, with information available to relevant stakeholders in a timely manner.

- Ensure that risks, issues, and benefits are tracked across initiatives, and aggregated to the portfolio level.
- Foster a culture of innovation and pursuit of best practice, including the implementation of new tools, to improve the project, programme, and portfolio environment.
- Stay up to date with the latest developments and best practices in the fields of project, programme, and portfolio management, change management, and business analysis.

## 3. Portfolio Delivery

- Provide portfolio-level reporting and information to relevant stakeholders and groups.
- Develop the maturity of the project and programme delivery capabilities, and business analysis capability, within the IT department.
- Effective monitoring and governance of approved projects and programmes, attending project boards and providing informal assurance as required.
- Timely and effective tracking and reporting of project statuses.
- Act as a point of escalation for sponsors and other senior stakeholders, providing advice and acting to course correct initiatives where necessary.
- Intervene in initiatives outside tolerances and provide required support to project and programme managers to resolve relevant issues.

## 4. Effective Stakeholder Management & Communication

- Build strong and effective relationships with key stakeholders in the IT change portfolio, be seen as a trusted and respected advisor.
- Champion and represent the IT Portfolio Delivery Group and IT professionally at senior level meetings (operational boards, governance meetings, project boards), communicating with clarity, impact, and confidence.
- Ensure IT's contribution to the wider City St George's 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 the IT change portfolio to groups such as SPB.
- 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.

## 5. Strategy & Planning

- Work with the 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.

- Own the IT Investment plan, ensuring it is regularly reviewed by the IT Leadership Team. Prepare the plan for submission to the financial planning process, and update it throughout the year, capturing new requirements and initiatives with a 5-year horizon.
- Horizon scan for new opportunities for transformational change initiatives and kick-start their ideation.
- Contribute to the development and improvement of key IT governance groups including IT Portfolio Review Committee, Estates & Technology Board etc.

## 6. Resources, Finances & Supplier Management

- Allocation of financial and people resources in line with resource management processes.
- Own and manage the budget for the IT Portfolio Delivery Group and relevant project budgets. 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.

## Additional information

- The post holder must at all times carry out their responsibilities with due regard to City St George's, 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 St George's, University of London.
- At City St George's, 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 St George'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 St George's, University of London's premises will be their primary and contractual place of work.

# Sustainable Development

City St George's, 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 St George's 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 St George's, 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 St George's, 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 St George's operates a guaranteed interview scheme for disabled applicants.

# Person specification

**Post** Director of IT Portfolio Delivery
**Department** Information Technology
**School** Professional Services

**Grade** 9
**Tenure** Permanent, Full Time
**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 |
| Knowledge of different methods and approaches to project, programme and portfolio management including appropriate qualifications such as PRINCE2, MSP, MoP etc. or equivalent experience. | Essential | Application |
| Deep and substantial knowledge of strategy development, strategic planning, and financial forecasting. | Essential | Interview |
| | | |
| Substantial experience managing projects, programmes, and portfolios with a significant technology and digital change impact in senior leadership role, operating in a complex organisation. | Essential | Application, Interview |
| Experience of business case development, project, and portfolio planning, and tracking benefits. | Essential | Application, Interview |
| Substantial experience of providing visionary and inspiration leadership with extensive people management experience including performance management, leading and developing high performance teams, and optimising departmental resource. | Essential | Application, Interview, Exercise |
| Experience of developing and implementing project management frameworks within a technology department, and applying different methodologies e.g., Agile, waterfall, APM etc. | Essential | Application, Interview, Exercise |
| Experience of building and leading teams of in the region of >25+ staff, including project managers, business analysts and other specialists. | Essential | Application, Interview |

| | | |
|---|---|---|
| Financial management of budgets in excess of £1m. | Essential | Application, Interview |

# Person specification

| | | |
|---|---|---|
| Experience leading an IT project change function in a complex environment. | Essential | Application, Interview |
| Substantial experience of winning the confidence of senior leaders and executives and working with them to deliver successful projects and programmes, ideally in an assurance and critical friend role. | Essential | Application, Interview |
| Experience of developing and operating a significantly sized IT PMO function >£20M capital, 20+ projects. | Essential | Application, Interview |
| Experience of working in Higher Education or knowledge of the sector. | Desirable | Application |
| Experience of managing vendors during project and programme delivery. | Desirable | Application |

## Skills and abilities

| | | |
|---|---|---|
| Excellent leadership skills with the ability to lead and motivate a diverse range of staff with drive and energy, support their development and shape into high performing function. | Essential | Application, Interview, Exercise |
| Ability to influence and win the trust of a diverse stakeholder groups at all levels within the organisation. | Essential | Application, Interview, Exercise |
| Politically astute, possessing tact and diplomacy with the ability to deliver through matrix organisations and delivery models. | Essential | Application, Interview |
| Outstanding communication skills, with abilities including consensus-building, facilitation, and networking to establish an internal network. | Essential | Application, Interview |
| Ability to keep up to date with developments in technology, trends in project and change management, best practice, and issues affecting the wider HE environment, and analyse the potential impact. | Essential | Application, Interview |

# Salary and conditions of service

Salary will be competitive and on Grade 9 of the salary scales for Senior Administrative, Library & Computer Staff.

- Salary will be within the range of salary range per annum on Grade ( of the salary scales for Clerical and Certain Related Administrative 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 St George's receiving satisfactory references and medical clearance.
- All posts at City St George's are subject to reasonable adjustment under the Equalities Act (2010).
- All appointments at City St George's 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 via the following link - https://andersonquigley.com/job/aq3083/**

## Further information

City St George's operates a no-smoking policy.

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

City St George's 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 St George's welcomes your application.

For an informal discussion please contact our Recruitment Agency on:

**Grace Tattersall**
Email: grace.tattersall@andersonquigley.com
Telephone: +44 (0)7510384761

**Janine Belton-Usher**
Email: janine.belton-usher@andersonquigley.com
Telephone: +44 (0)7597042780

**Telephone enquiries**
+44 (0) 20 7040 3085

**Email enquiries**
hradmin@city.ac.uk

**UNIVERSITY OF LONDON**

City St George's, 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.

Athena Swan Bronze Award — GENDER CHARTER

disability confident EMPLOYER

Race Equality Charter Bronze Award — RACE CHARTER

Stonewall LGBTQ+ INCLUSIVE EMPLOYER TOP 100 2023

TEF Silver