

Nottingham Trent University

APRIL 2025



Deputy Director of Digital Technologies Candidate Pack

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WELCOME

Thank you for your interest in joining Nottingham Trent University as we strive to be the most digitally sophisticated university in the country. I am delighted to share the details of our Deputy Director of Digital Technologies, a key leadership position in the organisation.

The Higher Education sector is transforming, digital technologies play a huge part in both student experience and campus efficiencies and NTU is at the forefront of this growth. We have 5 campus's, 40,000 students and over 3000 colleagues to support with digital transformation.

Effective technology and quality data are fundamental to delivering our strategy. From the security and communication networks that will enable our campus's to operate effectively through to the business transformation potential of AI, the work of our Digital Technologies team is at the heart of how we support our students and colleagues.

Our digital sophistication ambition has four pillars and this role is key to them all. How do we enable everybody to have the digital confidence to make the most of the tools we provide, stay safe and secure and embrace how technology can help them. How do we ensure our users are at the heart of everything we do, from great customer service to co-creating new systems all underpinned by strong user research. How do we work differently to embrace more agile working, challenge the norm and be more efficient. And finally, the transformation programme to enable that digital sophistication, from data to timetabling, we have an ambitious well funded capital programme of tech change.

Our new Deputy Director of Digital Technologies will be motivated by driving the best operational process to support our users, developing and empowering people, fostering trust and open communication and building a high performing and collaborative team culture. They will have a passion for technology and a vision for how technology can support and enable change and growth. And they will be excited by the opportunity to work at one of the largest, vibrant and innovative universities in the country.

If this sounds like you, please contact our search partners (details below) for a confidential conversation. We are very keen to hear from a diverse range of candidates. Thank you again for your interest in NTU

Amanda Neylon

Director of Digital Technologies

JOB DESCRIPTION AND PERSON SPECIFICATION



Job Description & Person Specification	
Post title: Deputy Director of Digital Technologies	Post No: 551276
School or Department: Digital Technologies	Date created: August 2024
Grade: Management Grade 3	Hours per week: 37
Fixed term end date (if applicable): N/A	
Other requirements of the role:	
Immediate line manager Director of Digital Technologies	
Title & Grade of posts line managed by postholder: Direct Line management of Head of Digital Academic Services, Head of Technology Service Delivery, Head of Digital Infrastructure, Head of Corporate Applications and Head of Software Development. (All Grade PM2)	

Job purpose:

The Deputy Director of Digital Technologies is a key role within Digital Technologies, forming part of the DT senior leadership and working with the wider University Leadership Team, to define and deliver the strategy for NTU

With responsibility for both operational leadership and change delivery teams, the postholder will lead a strategic approach to technology operations and service delivery, and in the development of new services and processes. They will collaborate with the leadership team, providing the technical vision to create a strategy for Digital Technologies which complements NTU's strategic plan. Ensuring that resources within the department are effectively deployed to deliver against the strategy through day-to-day management of existing services, on-going continuous improvement and supporting delivery of new technologies and initiatives.

The postholder will have a key role in the identification, prioritisation and delivery of the Digital Technologies operational portfolio. Developing strategic vendor relationships to support the leveraging of vendor knowledge, skill sets and capabilities to help transform how IT services are delivered, including through managed service arrangements, where appropriate.

The role will work closely with the Director of Digital Technologies, the Associate Director Digital Planning and Portfolio Management and the Chief Information Security Officer to define the direction and strategy for Digital Operations within NTU.

Principal duties and responsibilities:

1. **Work closely with the DT Leadership team and key University stakeholders to define the technical strategy which will enable NTU to deliver its digital ambitions.**
 - a. Collaborate with the Director of Digital Technologies, Associate Director of Digital Planning and Programme Management and the Chief Information Security Officer to define the technical vision to complement NTU's strategy and set the tone and direction for the university's technologies.
 - b. Work closely with senior university stakeholders to deliver Digital services and operations that best support and meet the needs of stakeholders in a cost-effective manner.
 - c. Work with the Heads of Service within DT to set a digital direction that will deliver a more agile, flexible and responsive approach to technology delivery, adoption and innovation.
 - d. Promote Digital innovation across NTU, leading on key initiatives, such as Smart Campus, AI adoption.

- e. Ensure consistency and reliability of services whilst leading the team through change. Developing the team to be able to fulfil the needs of the department ensuring it is prepared for the growth and increased demands on those providing IT services and support.
2. **Responsible for the delivery and on-going management of the technologies that support both staff and students within NTU.**
 - a. Lead a diverse team to manage the networks, telecoms, infrastructure, communications, desktops and mobile computing used by staff and students across all university campus's currently in Nottingham City, Brackenhurst, Mansfield, Clifton and London
 - b. Lead the corporate applications and software development teams to ensure that all IT software solutions are managed effectively and support the university's needs.
 - c. Ensure services are available to meet the computational needs of Research groups.
 - d. Oversee the continuing development and implementation of the university's Enterprise Architecture, ensuring that it keeps pace with current technology developments and with the university's current and future needs.
 - e. Lead user groups and/or working groups in connection with the development and implementation of new hardware or software systems.
 - f. Support the delivery of the Digital Skills programme, ensuring staff and students have the skills and resources they need to fulfil the universities digital ambition.
 3. **Work with the DT Leadership team and Heads of Service to define and prioritise the Digital delivery portfolios**
 - a. Identify, assess and investigate emerging technologies to identify how these can be incorporated into the technology roadmap and how they can be aligned with and support the University's strategic objectives
 - b. Assist with the development, implementation and ongoing monitoring of the university's Digital Transformation Programme.
 - c. Ensure the development of new technology-enabled opportunities, partnerships and service delivery methods align to the University's strategic objectives.
 - d. Ensure that cohesive software technology platforms are provided for services to all areas, and integration between systems are robust and accurate.
 4. **Develop and lead strong customer relations with key stakeholders from the University Leadership Team including Professional Services and academic areas.**
 - a. Develop and maintain relations with key stakeholders in both professional and academic areas including for example, service owners for the Student Information System, Finance, research services and HR.
 - b. Ensure that client needs are understood and communicated in the development of portfolios of services for particular groups of customers.
 - c. Work with senior stakeholders to ensure that strategic roadmaps are developed alongside key suppliers for corporate solutions.
 5. **Develop and maintain appropriate policies, standards and governance within which DT will operate.**
 - a. Review existing ICT policies and standards and amend them as appropriate to the developing needs of the university and in line with technology developments and novel approaches to service delivery.
 - b. Create and implement new ICT policies and procedures as appropriate to the developing needs of the university.
 - c. Implement best practice standards and processes for IT service delivery and ensure that a robust IT governance model is in place.
 - d. Ensure that risks relating to the Digital Estate are raised, managed and added to the DT Risk Register and where appropriate escalated to a university risk register via the Chief Information Security Officer.
 6. **Ensure that a high level of Customer Service is maintained across all areas of Digital Technologies, collaborating with vendors as well as other NTU service areas to ensure a consistent NTU customer service for both staff and students.**
 - a. Lead on the communications to and digital confidence of customers across the university
 - b. Develop and implement robust and effective vendor management processes, practices and procedures, focused on creating strategic partnerships with key suppliers, ensuring effective performance management and the delivery of value for money to the university

- c. Maintain and develop strong customer relations with all relevant areas of the University administration, ensuring that NTU customers are provided with a timely and consistent response to enquiries.
- d. Provide for ongoing benchmarking against best practice, delivering to agreed service levels and supporting a strong customer service ethos.

7. Oversee the resources and operational budget for Digital Operations, ensuring effectiveness and efficiency.

- a. Provide leadership, coaching, mentoring and support for direct reports in achieving the goals and objectives of their roles
- b. Ensure that effective relationships are in place with suppliers, that contracts and service levels are monitored and maintained, and contracts are negotiated to give best value for money.
- c. Maintain oversight of the Digital Technologies operational budget, both Capital and revenue (approx. £21m), working with heads of service and the Directorate Manager to ensure effective forecasting, monitoring and management of IT expenditure, ensuring that all DT financial targets are met.

8. Perform other duties as required by the Director of Digital Technologies or their, nominee

N.B. The post-holder may be required to undertake any other duties which may reasonably be required as within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

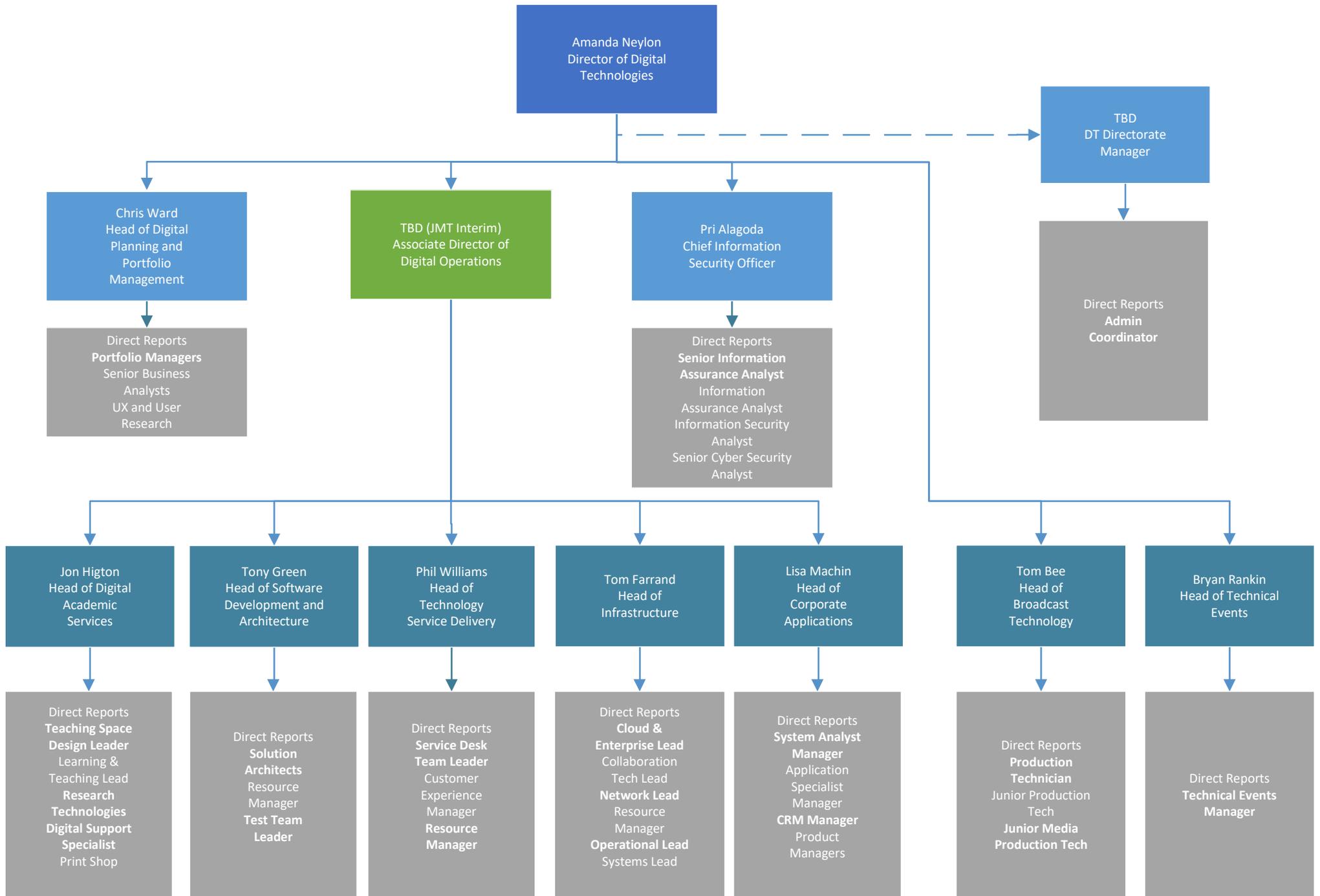
Personal Attributes

Attributes	Essential	Desirable
<p>Knowledge</p>	<p>Significant technical knowledge of and experience with Corporate Applications maintenance and development.</p> <p>Significant technical knowledge of process design and development, service management, and planning, including experience in developing procedures for the support of new technologies and applications.</p> <p>Detailed knowledge of project management principles and enterprise-wide project implementation.</p> <p>Strong and current knowledge of modern technologies and approaches to technology delivery across the disciplines of IT infrastructure, end user support, and educational technologies.</p> <p>Knowledge of service management principles including experience in the identification and collection of metric data and implementation of process improvements, service catalogues, and workflow management.</p> <p>Knowledge of business continuity, disaster recovery, and system recovery including the ability to design a first-level responder plan for the user community.</p> <p>Strong knowledge and deep understanding of ICT security issues and approaches.</p> <p>In depth understanding of strategic management and leadership in a complex environment</p>	<p>Experience within the Higher Education sector or equivalent sized and complex organisation</p>

<p>Skills</p>	<p>Highly effective verbal and written communication skills with the ability to present ideas effectively to individuals and groups across all levels of the organisation.</p> <p>Proven team leadership and management skills, including colleague management, planning and resource allocation, leading others to manage changes to a positive conclusion</p> <p>Strong interpersonal, influencing and negotiation skills, quickly developing networks and personal credibility to build consensus and present persuasively to a range of audiences.</p> <p>Fiscal management skills with the ability to remain effective and credible under pressure.</p> <p>Skill in effectively organising resources and establishing priorities.</p> <p>Ability to assess critical and complex information from multiple stakeholders to address issues, understanding the context and impact of decisions made.</p> <p>Ability to motivate others individually and in teams to deliver high quality and customer focused outcomes.</p> <p>Providing leadership and direction, including constructively challenging and engaging with colleagues at all levels.</p>	
<p>Experience</p>	<p>Experience of contributing to the translation of organisational strategy into IT plans and services</p> <p>Experience in the development of annual and longer-term plans, and development of project goals and objectives.</p> <p>Experience of defining standards of service across a large and complex organisation, monitoring project delivery and anticipating customer needs.</p> <p>Track record of successfully leading a large technical function and developing a culture of service, innovation, performance delivery and effective stakeholder management.</p> <p>Experience of successfully managing and balancing multiple stakeholder requirements.</p> <p>Extensive ICT leadership and management experience in similar sized organisation.</p> <p>Leadership experience of multiple teams with diverse responsibilities.</p>	<p>Process review optimization and benchmarking</p>

Qualifications	Educated to degree level, or professional qualification, or equivalent experience. Evidence of ongoing professional development	Prince2 practitioner or agile certification Lean/ six sigma certification
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Competencies	
Essential Competencies	Desirable Competencies
<p>Customer Focus – Level 4 Anticipates the needs of customers, seeking evidence of demand from the market(s) and from stakeholders. Seeks out and manages long term relationships with stakeholders, develops strategic initiatives to ensure the delivery of a quality and valued service.</p> <p>Leading and Coaching – Level 4 Takes responsibility for strategic developments, sets standards and direction. Takes responsibility for developing talent and succession planning. Is a role model for others</p> <p>Team Working – Level 4 Recognises and develops opportunities for team working at cross-University level, driving improvements to the teams’ outputs/service and developing colleagues within the teams.</p> <p>Communicating and influencing – Level 4 Communicates and negotiates effectively with a range of stakeholders on complex matters which have future implications for the success of the University. Alert to internal and external dynamics of the organisation. Incorporates wider political factors into influencing strategy.</p> <p>Adaptability – Level 4 Instigates and leads programmes of change, working in close collaboration with colleagues. Identifies resource implications of strategic developments and manages them accordingly.</p>	<p>Creativity and innovation – Level 4 Develops and implements new concepts, models, approaches to practice and products that have a significant impact on the longer-term success of the University. Drives strategic thinking.</p> <p>Entrepreneurial and Commercial focus – Level 3 Spots and progresses business and opportunities for collaborative working externally and internally.</p>



Amanda Neylon
Director of Digital Technologies

Chris Ward
Head of Digital Planning and Portfolio Management

Direct Reports
Portfolio Managers
Senior Business Analysts
UX and User Research

TBD (JMT Interim)
Associate Director of Digital Operations

Pri Alagoda
Chief Information Security Officer

Direct Reports
Senior Information Assurance Analyst
Information Assurance Analyst
Information Security Analyst
Senior Cyber Security Analyst

TBD
DT Directorate Manager

Direct Reports
Admin Coordinator

Jon Higton
Head of Digital Academic Services

Direct Reports
Teaching Space Design Leader
Learning & Teaching Lead
Research Technologies
Digital Support Specialist
Print Shop

Tony Green
Head of Software Development and Architecture

Direct Reports
Solution Architects
Resource Manager
Test Team Leader

Phil Williams
Head of Technology Service Delivery

Direct Reports
Service Desk Team Leader
Customer Experience Manager
Resource Manager

Tom Farrand
Head of Infrastructure

Direct Reports
Cloud & Enterprise Lead
Collaboration Tech Lead
Network Lead
Resource Manager
Operational Lead
Systems Lead

Lisa Machin
Head of Corporate Applications

Direct Reports
System Analyst Manager
Application Specialist Manager
CRM Manager
Product Managers

Tom Bee
Head of Broadcast Technology

Direct Reports
Production Technician
Junior Production Tech
Junior Media Production Tech

Bryan Rankin
Head of Technical Events

Direct Reports
Technical Events Manager

