



UNIVERSITY OF  
LINCOLN

## UNIVERSITY OF LINCOLN JOB DESCRIPTION

<b>JOB TITLE</b>	Deputy Director of ICT, Head of Technical Services				
<b>DEPARTMENT</b>	ICT				
<b>LOCATION</b>	Brayford Campus				
<b>JOB NUMBER</b>	CS4069	<b>GRADE</b>	SMG1	<b>DATE</b>	April 2020
<b>REPORTS TO</b>	Director of ICT				

### CONTEXT

The ICT Department has a headcount of 75 with an operational budget of approximately £6m and is responsible for the provision and support of ICT services across all departments and colleges of the University.

The University strategy describes an ambition that over the next five years the University of Lincoln will become a thought leader for 21st Century higher education. It will grow and enhance the wider student experience, trial and adapt new approaches to teaching. It will develop its approach to research through collaboration both within and beyond the University to create impactful research partnerships. The intention of the University's five-year plan is to experiment, innovate and explore new ways of working together so that by 2021 the University will be renowned for its innovation and leadership in higher education practice globally.

The University is now extremely reliant on digital services and tools in every area. The ICT strategy has created an approach to the development and delivery of digital services that removes the constraints previously placed upon the growth and development of the University.

The effective and efficient operation of the ICT services is critical to the success and continued operation of the University. Development of new and existing services and systems is required to support the achievement of the University objectives.

### JOB PURPOSE

The Deputy Director of ICT is a member of the senior management team of the ICT department and as such is responsible for contributing to the strategic direction of the department.

The post is also responsible for the management of the Technical Services teams covering the ICT Service Desk, AV & Operations and Infrastructure within the ICT department including people and budget management.

The post acts a key point of contact with the ICT department for senior members of the University for delivery of ICT services, quality of service, on-going service improvement and development of the department.

The post is responsible for provision of new and upgraded infrastructure and equipment within new building and existing building refurbishment projects and will work closely with colleagues in Estates and the building project customer departments.

The post is also responsible for delivery of projects that supports the development of the infrastructure technology architecture and the ICT strategy. Therefore the post will work closely with the Deputy Director Head of Portfolio, the Information Services, PMO and Enterprise Architecture teams.

**Autonomy**

Has authority and responsibility for all aspects of work across multiple teams within the department, including strategic policy formation & application and technical, financial and quality aspects. Is fully accountable for actions taken and decisions made, both by self and subordinates.

**Influence**

Makes decisions critical to organisational success. Influences developments within the IT industry at the highest levels. Advances the knowledge and/or exploitation of IT within one or more organisations. Develops long-term strategic and influential relationships with customers, partners, industry leaders and government. This role is expected to be a role model to others across the department and within the University.

**Complexity**

Leads on the formulation and implementation of strategy. Applies the highest level of management and leadership skills. Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.

**Business Skills**

Has a full range of strategic management and leadership skills. Understands, explains and presents complex technical ideas to both technical and non-technical audiences at all levels up to the highest in a persuasive and convincing manner. Has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses and other organisations that employ IT. Communicates the potential impact of emerging technologies on organisations and individuals and assesses the risks of using or not using such technologies. Assesses the impact of legislation, and actively promotes compliance. Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in IT.

## KEY RESPONSIBILITIES

### Leadership & Management

Takes accountability for the operation and management of the Technical Services functions within the ICT department.

- Lead staff in the team to establish and develop shared understanding and common goals for the department.
- Deliver a culture focused on members of the University community, providing systematic continuous improvement, and one which involves and engages all staff to contribute to groups and projects beyond the department as well as within it.
- Lead staff in the department towards the professional and personal development of staff to improve job performance and ensure staff welfare, health and safety through the implementation of appropriate processes and structures. Oversees their recruitment, training and development.
- Contribute to the overall strategic development and operational management of the department as part of the senior management team.
- Contribute to both the local ICT Risk register and the overall University risk register where appropriate.
- Contribute to strategic plans for IT, which satisfy the current and ongoing needs of the University's business strategy, and the current and future capabilities of IT.
- Set the strategy for management of resources, including telecommunications functions, and promote the opportunities that technology presents to the University, including the feasibility of change and its likely impact upon the University.
- Authorise allocation of resources for the planning, development of technology systems and delivery of all information systems services and products.
- Develop plans and processes for the operational budgeting and, where applicable, charging of IT services, ensuring adequate funding.
- Develop and maintains cost models and charging models tracks actual costs against predicted costs.
- Develop and implement policies for supplier relationships and products/services to gain value for money and long-term cost of ownership benefits.

### Service Delivery

Work with the service delivery teams to:

- Create and maintain a catalogue of available services. Negotiate, implement and monitor service level agreements, and the on-going management of operational facilities to provide the agreed levels of service, seeking continually and proactively to improve service delivery.
- Set strategy for monitoring and managing the performance of IT-related systems and services, in respect of their contribution to University performance and benefits to the University. The overall control and management of service availability to ensure that the level of service delivered in all services is matched to or exceeds the current and future agreed needs of the business, in a cost effective manner.
- Diagnose service delivery problems and initiate actions to maintain or improve levels of service. Establishes and maintains operational methods, procedures and facilities.
- Monitor provision of IT services, levels of service and service quality. Assure that the University's business processes are compliant with relevant legislation, and that the University operates according to the principles embedded in relevant standards.
- Lead investigations into major options for providing IT services effectively and efficiently and recommend solutions such as outsourcing, new approaches to recruitment and retention, and supply contracts.

### Infrastructure & Service Development

- Maintains awareness of good practice frameworks, within the sphere of education, IT and business in general, including capability and maturity models, and standards.
- Maintain up-to-date knowledge of emerging technology trends and developments in areas of interest to the University.

- Co-ordinate the identification and assessment of new and emerging hardware, software and communication technologies, products, methods and techniques. Evaluates likely relevance of these for the ICT strategy and the University.
- Carry out investigations and develop business proposals to exploit key emerging technologies in line with the IT strategy.
- Contributes to the creation and review of a systems capability strategy which meets the strategic requirements of the University.
- Contribute to feasibility studies, and business case preparation, typically taking responsibility for cost-benefit and return on investment analyses.
- Lead the development of architectures for complex systems, ensuring consistency with specified requirements.
- Within the development of technology and infrastructure plan, direct, and co-ordinate activities to manage and implement a programme from proposal initiation to final operational stage.
- Ensure that programmes are managed to realise business benefits.
- Determine, monitor, and review all programme economics to include programme time & costs, projected operational costs, staffing requirements, programme resources, and programme risk.
- Conduct post implementation reviews of information/ communications technology to assess the extent to which expected business benefits were realised.
- Manage the University's technical strategies, policies, standards and practices to ensure that they are applied correctly and promote consistency.

#### **Stakeholder & Relationship Management**

- Develop and maintain a network of formal and informal contacts within the University and with external partners. Uses negotiating skills and personal influence when representing the ICT department within the University at the highest level and representing the University externally
- Maintains an ongoing relationship with stakeholders and end-user departments proactively seeking feedback on ICT service delivery.
- Maintains contact with the stakeholders and other members of the University community throughout technical project and programme management lifecycle to ensure satisfaction.
- Captures and disseminates technical and business information.
- Represents the University at appropriate internal and external forums and makes a positive contribution to relevant sector and industry groups. Leads the development of relationships and partnerships with other HEIs. Proactively participates in relevant industry and sector bodies influencing direction and development.
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#### **Personal Development**

- Maintain a personal and professional development plan. Maintain awareness of the higher education sector agendas and developments nationally and internationally.

Develops and maintains knowledge and communicates the technical specialism by:

- Reading relevant literature and attending training.
- Attending conferences and seminars, meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional and trade bodies.
- Maintains an awareness of current developments in broad technical areas and takes significant responsibility for own personal development.
- Provides specialist guidance and advice to less experienced colleagues and users to ensure that work is conducted in an appropriate manner.

#### **Communication & Personal Networks**

- Champions the benefits of technical specialism and plays a leading role in special interest groups concerned with the technical specialism and writes, or contributes to, articles and papers and speaks at conferences, user groups, or specialist subject groups.
- Communicates well, both orally and in writing, and responds to wide-ranging and detailed questioning relating both to own areas of specialisation and, at a more general level, to the wider field of IT both orally and in writing.

- Promotes the service within the University and creates strong personal relationships with the full range of senior stakeholders.
- Liaises with HE sector and external organisations and key suppliers to share ideas, compare approaches and develop best practice.

**In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.**

### **ADDITIONAL INFORMATION**

<b>Scope and Dimensions of the Role</b>
The post holder will work flexibly, independently of location, in order to deliver on objectives.

<b>Key Working Relationships/Networks</b>	
<b>Internal</b>	<b>External</b>
<ul style="list-style-type: none"> <li>• ICT Senior Management</li> <li>• ICT teams</li> <li>• College staff (research, academic and administrative)</li> <li>• Professional service staff</li> <li>• Student Union</li> <li>• Students</li> </ul>	<ul style="list-style-type: none"> <li>• Key Suppliers and Commercial Partners</li> <li>• Other institutions</li> <li>• Sector bodies (UCISA/JISC)</li> <li>• Relevant professional bodies</li> <li>• Represents the University at appropriate forums and makes a positive contribution to relevant sector/industry groups.</li> </ul>



# UNIVERSITY OF LINCOLN PERSON SPECIFICATION

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<b>JOB TITLE</b>	Deputy Director of ICT, Head of Technical Services	<b>JOB NUMBER</b>	CS4069
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<b>Selection Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>Where Evidenced Application (A) Interview (I) Presentation (P) References (R)</b>
<b>Qualifications:</b>		
Educated to degree level or equivalent experience	E	A,I
Industry qualifications	D	A
Membership of relevant professional bodies	D	A
<b>Experience:</b>		
Leading and managing large multi-discipline teams, developing and motivating staff.	E	A,I
Working within a large and complex organisation,	E	A,I
Financial and budget management	E	A,I
Working within large complex, multi-site IT environments	E	A,I
Developing IT strategy and roadmaps	E	A,I
Full project life cycle of leading significant technology and change projects	E	A,I
Requirements definition and business analysis for complex demands	E	A,I
Building business cases, return on investment, cost/benefit analysis, benefits realisation management.	E	A,I
Proven record of delivering results within a given timescale	E	A,I
Experience of providing sound design solutions to complex issues	E	A,I
Stakeholder management within operational and project environments.	E	A,I
HE sector	D	A,I
None-HE sector	D	A,I
<b>Skills and Knowledge:</b>		
Deep understanding of ICT disciplines	E	A,I
Information security, data protection, compliance, financial management, related legislation and regulations	E	A,I
Excellent problem analysis and creative solving skills	E	I
Excellent programme/project management skills	E	A,I
Understanding emerging technology trends	E	I
Supplier Relationship & negotiation Skills	E	A,I
Knowledge of service delivery frameworks and methodologies	E	A,I
Excellent written and verbal communication skills. Able to present to a wide range of audiences ranging in knowledge of technology, business awareness and seniority	E	A,I
Relevant issues, developments and trends within the education sector	D	I

Competencies and Personal Attributes:		
Credibility and integrity	E	I,R
Positive and open in communication both verbal and written	E	I,R
Initiative and confidence	E	I,R
Analytical in approach to acquiring knowledge and information	E	I,R
Collaborative, able to build working networks	E	I,R
Commitment to service quality whilst adhering to internal procedures.	E	I,R

**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	DC	HRBP	JE
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