Director of IT Services
IT Services

Closing date: 23 April 2021
Vacancy reference: AQ1099
INTRODUCTION

The University of York is a Russell Group University made up of about 18,000 students and 4,500 staff and with a turnover of about £400m per annum. The University’s new Vice Chancellor arrived in September 2019 and commenced the development of the new University Strategy https://features.york.ac.uk/vision-for-york/

As part of this strategy development, the University’s Executive Board has identified a number of key actions designed to enable us to operate in an agile, streamlined and effective manner. This will be underpinned by a new programme of digital transformation, changing the culture and creating opportunities to reinvest in the University.

As part of this change, a new directorate has been created, Technology, Estates and Facilities (DTEF), bringing together IT Services, Estates and Campus Service, and Commercial Services to deliver the vision of ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’.

We are now seeking to appoint a new Director of IT Services to lead the University’s IT Services department and deliver this programme of change. Reporting into the Director of DTEF, this key appointment will lead the IT Services Department in delivering this transformational change at York.

Stephen Talboys  
Director of Technology, Estates and Facilities
Main purpose of role

Strategically lead the development, management and oversight of the University's IT function which includes all IT infrastructure and digital services, with a strong vision for embedding digital transformation and a 'digital first' culture across the institution and that IT and facilities work in an integrated way rather than as stand alone entities.

Lead the delivery of technology led solutions that support the implementation of the University strategy, with a particular focus on business systems transformation and change.

Actively pursue service enhancements and efficiencies to ensure the development and provision of a high quality service aligned to the University goal of agile working and a campus of the future.

Liaising closely with senior colleagues both in academic and support areas to ensure IT Services delivers world class services to both staff and students at York.

Lead the development and implementation of IT and Digital Strategies, with the support of the Assistant Director (Infrastructure) and Assistant Director (Digital).

Work as part of the directorate leadership team to deliver high quality integrated services which underpin the directorate’s vision.

Key Responsibilities

(Role holders will be required to undertake some or all of the duties below)

Strategic Leadership

- Provide leadership to IT Services, nurturing and instilling a culture of service excellence that inspires others to deliver to business objectives, standards of excellence and quality outcomes.

- Provide advice and guidance at an institutional level on the benefits and opportunities new and emerging technologies can offer the University.

- Lead the development of digital initiatives across the institution, providing advice and guidance on how technology can contribute to, and enhance learning outcomes and research development at the University as well as working with other senior colleagues in DTEF and elsewhere to create great places for working, learning and enjoying leisure time.

- Hold overall responsibility for the design and delivery of IT services that support research, teaching, and the student experience.

- Actively lead strategic and operational risk within IT Services. Provide mitigation on the associated risks of the University’s reliance upon IT and associated technology.

- Provide strategic advice and guidance on new technology developments, its impact and potential benefits to the University. Lead on change management programmes, engaging, influencing and managing stakeholder expectations.

- Lead and develop staff within the IT Services to achieve their potential. Providing clear leadership to ensure colleagues understand their role within the team, Directorate and University. This should entail setting out clear planning and delivery targets, and ensuring that these are met.
JOB DESCRIPTION

Management

• Establish the University’s information services (Digital and Infrastructure) as a strategic asset for the institution. Providing students and staff with a high quality, efficient service

• Ensure the University’s information security is fit for purpose. Lead colleagues in ensuring the University has secure and robust systems

• Undertake continual assessment of IT Services in order to identify and improve service improvement and delivery

• Manage the relationship with strategic suppliers to improve the delivery of best value services to enhance the student and staff experience at the University

• Through management and leadership of the department, ensure all academic information resources available to staff and students remain accessible fit for purpose

• Monitor and maintain awareness of HE agendas and developments nationally and internationally, and strategic aspects of service delivery in respect of the role portfolio

• Develop and maintain effective management information to maximise performance across all University activities that are reliant on data and information while also reducing associated legislative compliance costs

• Manage, account for, and maximise the return on investment of the assets associated with the Department. Hold budgetary responsibility for circa £5.5m of capital + £15m revenue p.a. 165 staff

Collegiality

• Work closely with the Director of Library Services and other key stakeholders throughout the University to ensure the University’s libraries and learning facilities are supported by appropriate technology and resources

• In coordination with the Director of Legal Services, ensure compliance with the required legislative and governance requirements in relation to data protection

• Represent IT Services at an institutional level in respect to IT matters on senior University committees and boards, and outside the University. Depute for the Director of DTEF as required

• Develop and maintain a culture of respect, inclusivity and mutual responsibility within IT Services that puts equality, diversity and inclusivity at its heart, and enables staff to achieve excellence and supports continuous improvement
# PERSON SPECIFICATION

## Qualifications

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<tr>
<th>Essential / Desirable</th>
<th>Essential</th>
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<tr>
<td>Educated to degree level in a science-based discipline or commensurate experience</td>
<td>Essential</td>
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<td>Management qualification</td>
<td>Desirable</td>
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## Knowledge

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<tr>
<td>Comprehensive knowledge of Information Technology best practice, processes and future developments and innovative practices</td>
<td>Essential</td>
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<td>Familiarity with the challenges and opportunities information technology provides in a higher education context</td>
<td>Essential</td>
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<td>Provision of high quality customer service in an appropriate environment</td>
<td>Essential</td>
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<td>An appreciation of the delivery of learning/teaching and the support and provision required from a technology perspective</td>
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## Skills, Abilities and Competencies

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<td>Excellent leadership skills with the ability to develop and lead an effective and motivated multi-disciplinary team to achieve both tactical and strategic solutions.</td>
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<td>Strategic planning and management of financial and human resources with the ability to deliver against agreed expectations</td>
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<td>Ability to make efficient use of resources and reviewing service provision to deliver the most efficient and effective solutions for students and academic departments</td>
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<td>Management of change, innovative and visionary thinking</td>
<td>Essential</td>
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<td>The ability to create and lead successful major projects. Combined with the ability to work under pressure and to tight deadlines, against agreed objectives</td>
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<td>Strong knowledge and understanding of the relevant legislation relating to Information and cyber security</td>
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## Experience

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<td>Substantial relevant IT management/leadership experience in a large and complex organisation</td>
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<td>Demonstrable experience of managing and successfully implementing strategic change</td>
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<td>Experience of developing and maintaining positive working relationships with internal and external customers, peers, stakeholders and others.</td>
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<th>Experience (continued)</th>
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<tr>
<td>Experience of identifying risks and options, and of developing strategies to manage and mitigate them.</td>
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<td>Experience of working within a fast-changing environment.</td>
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<td>Experience in a higher education or equivalent IT department</td>
<td>Desirable</td>
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<td>Experience of developing and implementing integrated IT strategies for academic and teaching and learning support services</td>
<td>Desirable</td>
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## Personal Attributes

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<tr>
<td>Personal presence and credibility, with the ability to inspire, engage and empower others, building confidence at all levels.</td>
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<td>Demonstrates integrity, openness and honesty with a strong commitment to equality and diversity</td>
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<td>Resilient, able to work well in a fast changing environment and with conflicting priorities and remain calm in challenging situations</td>
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<td>Excellent interpersonal, communication, advocacy and negotiation skills. Emotionally intelligent and able to relate to a wide range of people. Consultative and able to influence and work collaboratively</td>
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<td>Political and commercial acumen, able to seek and identify opportunities for the benefit of the University</td>
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IT SERVICES

IT Services (ITS) are fundamental to the teaching and research success of the University and underpin all day to day operations. The services IT provides are available to the whole University community of around 25,000 registered users. The department's aim is to deliver services that are secure, reliable and resilient and, above all aligned, to the needs of the University. ITS continually develops new services to meet changing user needs, provides first-line IT support for students and staff as well as a range of general training and information services.

On a more technical level, ITS provides the wired and wireless network infrastructure and manages our high-speed link to the internet via the academic network provided by JANET(UK). In addition, the department provides services to support research in the form of large scale data storage, high performance computing and specialist training.

The department is also responsible for providing the technical infrastructure underpinning many of the University’s core enterprise systems, such as, the VLE, web site, student record system, Finance and HR packages. These are large, complex systems and we work closely with other departments to adapt and develop these software applications to meet new requirements.

At the desktop level, ITS provides the services to support around 8,000 centrally-managed PC's used in classrooms for student use and in offices for staff. More than 200 items of PC software are deployed to these desktops, including standard office applications and specialist software to support teaching and research. A managed Linux desktop is offered to science departments and there is also extensive supported use of OS X across the University.

https://www.york.ac.uk/it-services/
IT SERVICES STRUCTURE

Director of Technology, Estates and Facilities

Director IT Services

Assistant Director (Digital)
- Head of Product Ownership
- Head of Project Management
- Portfolio Management (Strategic Change)
- Head of Software Development
- Head of Shared Services
- Head of Business Analysis

Assistant Director (Infrastructure)
- Head of Networking
- Head of Systems
- Head of DPS
- Head of Faculty IT
OUR COMMITMENT TO EQUALITY, DIVERSITY AND INCLUSION

Founded on the principles of excellence, equality and opportunity for all, the University is proud to create an environment that attracts staff and students from all over the world. What we gain from diversity is immeasurable.

Our Equality, Diversity and Inclusion Strategy, which was developed in partnership with our staff and student communities, describes our commitment to create a culture where everyone can contribute to university life, knowledge and growth.

We want to create a working, learning, social and living environment that will enable all staff and students to achieve their full potential. Our strategy sets out an ambitious set of objectives to succeed in our commitment, but we have a challenging journey ahead. We recognise that we are not truly representative of our communities locally, nationally and internationally. We would like to pay particular focus to gender parity across all levels, particularly in senior roles; the recruitment, retention and success of a more ethnically diverse staff and student community; an accessible and inclusive campus and ensuring that the values and behaviours we expect from everyone embrace inclusive responsibility and leadership.

Opportunity for all
Our outreach programmes and widening participation work have made us one of the most socially diverse universities among our peers. The York Students in Schools (YSIS) programme has been providing a helping hand in the city’s classrooms for 25 years, placing around 700 students with local schools every year. It recently introduced a new English and Mathematics tutoring scheme.

A report by The Reform Research Trust in September 2017 ranked York second out of 29 high-tariff institutions for our track record in increasing access for disadvantaged students from 2011/12 to 2015/16.

Wellbeing and support
Students are encouraged to balance their studies with activities and interests to give them a healthier and more rounded student experience. We have invested heavily in support of physical health with new and improved sports facilities, and in mental health through our Open Door counselling and crisis team which now opens in the evenings during term time. We have also developed a support network of staff trained in Mental Health First Aid. University staff have access to wellbeing help and support, and can access advice through our site. We have launched a new health and wellbeing plan with actions informed by our latest staff survey.
THE UNIVERSITY OF YORK

We are a world-class institution, focused on creating an environment of excellence in which all our students, staff and researchers can thrive. Our Research Strategy encompasses our vision that York should provide a home for some of the best research in the world. (https://www.york.ac.uk/research/)

We are a high-performing member of the Russell Group, ranked 16th in the Guardian’s Best University UK Universities 2021 League Table, and 30th in the Complete University Guide 2020. We have been awarded TEF Gold for our research-led teaching which provides "consistently outstanding outcomes for students from all backgrounds".

Our Equality, Diversity and Inclusion Strategy speaks to the core of our values.

We hold 16 awards from Athena SWAN, recognising the advancement of gender equality: representation, progression and success for all.

Our vision is to be a university for public good, supported by five key strategic themes:

- Internationalism
- Sustainability
- Civic responsibility
- Research
- Student experience and teaching

At the heart of the region

The University is deeply embedded in the local community of North Yorkshire. Our values and commitment to the public good have never been more important. We are a hub for sharing knowledge, inspiring collaboration and enriching lives.

Across the University, we are mobilising our knowledge, our people and our resources to tackle the immediate and long-term challenges created by the coronavirus crisis.

https://features.york.ac.uk/who-we-are/
Our campus community

Located within walking distance of York city centre, our safe and beautiful campus is home to our ten colleges and most departments. We also have departments located in the city centre at the historic King’s Manor, and we are investing in the sustainable development of our whole campus.

All York students become members of our college system, which provides an inclusive and a valuable sense of community on campus alongside the cultural offerings of the thriving city of York.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages

[https://www.york.ac.uk/admin/hr/employee-benefits/selection/introduction/](https://www.york.ac.uk/admin/hr/employee-benefits/selection/introduction/)
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide declared Yorkshire the third best region in the world to visit. There is something to cater to every taste; whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
HOW TO APPLY

Anderson Quigley is acting as an advisor to the University of York. An executive search process is being undertaken by Anderson Quigley in addition to the public advertisement.

Should you wish to discuss the role in strictest confidence, please contact:
Ed Pritchard (ed@andersonquigley.com) +44(0)7980 817 927, or
Imogen Wilde (imogen@andersonquigley.com) +44(0)7864 652 633

The closing dates for applications is noon on 23 April 2021.

Applications should consist of:

• A full CV.
• A covering letter (maximum of 3 pages) setting out your interest in the role and details of how you match the person specification.
• Please include current salary details and the names and addresses of two referees. Referees will not be approached until the final stages and not without prior permission from candidates.

Please complete the following confidential online Equal Opportunity Monitoring Form.
Completed applications should be uploaded at www.andersonquigley.com/candidates using the reference number AQ1099.