Head of Software Development
IT Services

Closing Date: 29 September 2021
Interviews: Week commencing 11 October 2021
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/](https://features.york.ac.uk/vision-for-york/).

It is an exciting time to join the University as we emerge from the pandemic with new ways of working and a strategic change programme that is underpinned by an ambitious programme of digital transformation.

We are now recruiting three senior IT leadership roles that will be key to the success of this programme and the effectiveness of Information Technology Services at the University.

These roles will be a part of the IT Senior Leadership team which will be led by a newly appointed IT Director and two Assistant Directors. This will be a great opportunity for you to help shape the IT team as it evolves to take on new challenges and deliver against the vision and objectives of the University.

The higher education sector is diverse, complex and interesting. You may have experience of working in higher education or this may be the first time you have considered a role in the sector. It is important that you have the relevant experience for the role that you are applying for and that you can bring energy and enthusiasm to the role.

The University of York has a supportive and friendly environment and the IT team has an excellent reputation across the University.

If you believe that you have the relevant skills, if you are up for a challenge and want to contribute to a University that emphasises its existence for the public good, then we would love to hear from you and would welcome your application.

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

A senior role, responsible for a number of software development and system integration teams that create high quality digital services for staff and students. You will work closely with the Portfolio Manager to ensure service developments are resourced appropriately and with Development Team Leaders to define overall architecture and the software development lifecycle. You will coach teams and help shape the organisation to adopt Agile approaches for development and service management. Our teams are at various stages in their transition to becoming service delivery teams and you will take a lead in continuing these changes and promoting this approach.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below) The post holder will work collaboratively with all colleagues in IT Services and relevant contacts in University departments.

- To play a key role in the development of strategy in relation to digital services that meet the requirements of the IT Services and University Strategies.
- To manage teams in the design of high quality and flexible system and integration environments that are reliable, resilient and scalable, based on a common underlying technical architecture.
- To work closely with portfolio manager and development teams when resource planning for service developments, at a departmental and University level.
- To be part of the IT Senior Management Team, advising the group on issues relating to digital services and systems used by the University.
- To lead development teams to achieve optimum resource utilisation and effective team working.
- To liaise closely with service delivery partners to ensure current services and future developments meet client needs. This includes establishing and monitoring service delivery standards.
- To maintain awareness of developments in the discipline of IT, data integration, application development and architecture considering the implications and opportunities they present for the University.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.

Other features of the job:

Very occasionally, the post holder may be required to work out of normal hours or at the weekend to implement new systems or upgrades to minimise the disruption to the University community.

To fulfil the service obligations of the department, working arrangements are managed to ensure operational cover for critical IT systems during normal working hours.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>Degree or equivalent experience</td>
<td>Essential</td>
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<tr>
<td>Knowledge</td>
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<tr>
<td>The operational requirements and challenges of supporting high availability services in a complex organisation</td>
<td>Essential</td>
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<tr>
<td>The pros and cons of various system and integration architectures</td>
<td>Essential</td>
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<td>A good understanding of information security and privacy requirements for digital services</td>
<td>Essential</td>
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<td>Current software development methods, standards and tools to support the SDLC</td>
<td>Essential</td>
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<td>How teams develop and support services on AWS or comparable platforms</td>
<td>Essential</td>
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<tr>
<td>Skills, Abilities and Competencies</td>
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<tr>
<td>Able to lead and coach development teams through technology and platform changes</td>
<td>Essential</td>
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<td>Can communicate the benefits of digital services and process improvement to colleagues and senior managers</td>
<td>Essential</td>
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<td>Leading teams in the design of high quality and flexible system and integration environments</td>
<td>Essential</td>
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<td>Able to contribute to the strategic direction of the department and the services it runs</td>
<td>Essential</td>
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<td>Supplier management and engagement</td>
<td>Essential</td>
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<tr>
<td>Experience</td>
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<td>Service development using Agile methods such as Scrum and Kanban</td>
<td>Essential</td>
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<td>Leading development teams to balance operational support and new development activity</td>
<td>Essential</td>
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<td>Supporting development teams in upholding development principles and maturing into self-organising teams</td>
<td>Essential</td>
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<td>Contribution to procurement decisions ensuring that solutions support architecture and security principles</td>
<td>Desirable</td>
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<tr>
<td>Introducing Agile ways of working in organisations more familiar with traditional project methodologies</td>
<td>Desirable</td>
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## PERSON SPECIFICATION

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<tr>
<th>Personal Attributes</th>
<th>Essential / Desirable</th>
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<tr>
<td>Maintains an excellent understanding of technologies applicable to the industry they work in</td>
<td>Essential</td>
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<td>Able to influence and motivate others to achieve strategic goals</td>
<td>Essential</td>
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<td>An advocate of technology and high quality digital experiences</td>
<td>Essential</td>
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<td>Committed to delivering a high quality customer focussed service.</td>
<td>Essential</td>
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<td>Self motivated, particularly with regard to your own professional development</td>
<td>Essential</td>
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<td>Demonstrates integrity, openness and honesty with a strong commitment to equality and diversity</td>
<td>Essential</td>
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<tr>
<td>Creates internal and external networks that support the business of the University</td>
<td>Desirable</td>
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IT Services (ITS) is fundamental to the teaching and research success of the University and underpins all day to day operations. The services IT provides are available to the whole University community of around 25,000 students and staff. Our aim is to deliver services that are secure, reliable and resilient and, above all, serve the University’s mission and desire to transform. ITS continually develops new services to meet changing user needs, provides first-line IT support and facilitates business change and process improvement.

ITS provides the wired and wireless network infrastructure, devices and telephony, 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.

At the desktop level, ITS provides the services to support around 8,000 centrally-managed PCs 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.

The department is also responsible for providing the technical infrastructure underpinning many of the University’s core enterprise systems, such as the virtual learning environment, web site, student record system, finance and HR systems. These are large, complex systems and we work closely with other departments to adapt and develop these software applications to meet new requirements emerging in response to a competitive Higher Education environment.

https://www.york.ac.uk/it-services/
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. Further information on our health and wellbeing support can be found at https://www.york.ac.uk/staff/support/.
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/](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/](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.

Benefits & Rewards

- 38 days annual leave (including 8 bank holidays)
- Excellent Pension (23.70% Employer contribution = up to £14k per year)
- Flexible and remote working arrangements available
- Medical and Dental Insurance
- Cyclescheme
- Subsidised onsite gym (www.york-sport.com)
- Season Ticket loans
- Employee discounts and offers with leading online and high street retailers

For further information please visit our employee benefit pages

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

HAYS Technology is acting as an advisor to the University of York. A search process is being undertaken in addition to the public advertisement.

Should you wish to discuss the role in strictest confidence, please contact:

Sarah Hazelwood (Business Director)
HAYS Technology
E: sarah.hazelwood@hays.com
T: 0113 2003750

Applications should be uploaded at https://webmicrosites.hays.co.uk/web/university-of-york
The closing dates for applications is noon on 29 September 2021.