

Job Description & Person Specification

Professional Services and Senior Manager (excluding VCE) roles

JOB DESCRIPTION

Job title	Director of IT (Strategy and Governance)
School/Department	IT
Location	Paisley
Reporting to	VP Finance & Infrastructure
UWS grade	SS3
FTE	1

Job summary

This role is pivotal in setting and leading the strategic direction of the digital capability of the University to ensure that students and colleagues are appropriately equipped to achieve their academic and operational goals across a complex multi-campus delivery model. In providing strategic leadership, oversight and direction to the operational IT leadership team, the Director will develop and execute the University's digital strategy, provide assurance to the Executive that the appropriate IT governance framework and cyber security posture are maintained.

The Director will provide a framework that inspires the IT operational team to deliver to agreed objectives, maintain standards best practice, with a strong focus on customer service and a culture of trust and mutual responsibility.

The Director will work closely with the business owners of applications and software suppliers to generate and execute appropriate, cost-effective development roadmaps to future proof business operations and drive efficiency. They will be the University's key contact point into national and global networks and with strategic partners to ensure the exploitation of all opportunities that are available to enable efficient and effective operations and optimise teaching, learning and research capabilities.

Management of risk will be a key focus for the post holder, not only scrutinising the operational IT risk register and challenging team leadership to deliver effective and appropriate mitigations but also to look at the risks posed across the University and in the external environment to the effectiveness of the digital environment.

The director will build strong networks across all academic and professional services functions and be an effective influencer with stakeholder groups to support achievement the University's strategic aims. They will be a trusted advisor to the Executive and committees of Court providing strategic insight and assurance of effective risk mitigation.

This role will make a significant contribution to the overall strategic direction of the University.

People & finance responsibilities

People	Line management of circa 2 senior staff with overall leadership responsibility for circa 50 staff
Finance	Responsibility for an operating budget of circa £8m

Key responsibilities

<ul style="list-style-type: none"> • Provide clear strategic leadership to the IT function, overseeing the organisation and delivery of the full range of IT services; directing a framework and the associated performance reporting to support high quality service delivery from the information technology team. • Lead the development and implementation of an integrated and informed digital strategy that will support the delivery of the University's academic and operational aspirations. • Lead and support a culture of effective risk management across the University to fully protect the digital assets and maintain the appropriate cyber security posture, regularly tested and fully aligned to the agreed risk appetite. • Enhance and ensure appropriate levels of IT governance, procedures and controls are in place to effectively manage all activity that impacts the digital environment. • Develop and leverage active internal and external networks to ensure the best technology fit for UWS. This will include sectoral, national and global groups and agencies, current and potential suppliers and providers and specialist strategic partners. • Lead the development of transparent and appropriate product development roadmaps for core applications through consultation with business owners, product vendors and operational IT experts. • Provide clear strategic advice and evidence-based assurance to the Vice Chancellor's Executive, Committees of the University Court and other stakeholders that all risks are being effectively mitigated and that the appropriate strategic decisions are made in relation to the technology deployed at the University. • Have full accountability of the operational budget of the directorate working closely with colleagues in IT, finance and procurement to optimise value for money delivered. • Work closely with the Head of IT to maintain a pipeline of talent and development opportunities to build resilience for the service delivery and succession planning for the leaders of the future. • Developing and leading a culture of innovation to identify novel ways to enhance the IT architecture and offering from solution design to through deployment.
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Job scope

Planning and organising	Responsible for the IT strategic plan and ensuring its implementation, carrying out planning on a long term and strategic basis. Ensure that service delivery is within agreed performance and control framework, planning and developing creative responses to a changing IT and HE landscape.
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	Respond to new and complex emerging situations and, as relevant, identify and submit proposals to Planning and Investment Committee for specific projects, managing or supporting progress towards implementation.
Decision making	<p>Within the broad remit, the post-holder works autonomously in delivering the objectives of the role, ensuring alignment with corporate strategy and Executive direction.</p> <p>Make decisions where there is a lack of precedent which calls for innovation and creative thinking.</p>
Framework and boundaries	Responsible for keeping abreast of trends, innovations, challenges and developments that will impact on the digital landscape, particularly within Higher Education.
Working relationships	<p>Develop and continually enhance strong networks and become a trusted advisor to the Vice Chancellor's Executive and the wider leadership team (including Deans of School and Directors/Heads of professional services departments) to gain support for and facilitate the delivery of the IT plan.</p> <p>Lead and facilitate the implementation of University-wide IT change agendas through engaging, persuading, and influencing other colleagues over whom the post-holder has no direct managerial control, and working effectively with other academic and external partners.</p> <p>Significant role in chairing university-wide fora and in playing a leading role in cross-university projects.</p> <p>Cultivate and maintain open, transparent and pro-active partnership between IT, Schools and Services at all levels, communicating complex technical concepts to non-technical stakeholders in a clear and understandable manner with a clear and informed user focused outlook for both students and colleagues.</p> <p>They will actively participate in a variety of networks, both national and global, to identify risks and opportunities for UWS to support its mission for excellent teaching, learning and research as well as operational effectiveness.</p>

PERSON SPECIFICATION

Qualifications

			Evidence A = Application I = Interview
Essential	QE1	Bachelor's or Master's degree in Information Technology, Computer Science, or a related field.	A
	QE2	Relevant postgraduate or professional qualification.	A
	QE3	Evidence of relevant continued professional development.	A / I
Desirable	QD1	N/A	

Experience

			Evidence A = Application I = Interview
Essential	EE1	Proven experience and track record of significant achievement in senior IT leadership roles, preferably in a similar industry or organisational setting.	A / I
	EE2	Strong strategic thinking and problem-solving abilities.	A / I
	EE3	Excellent leadership and interpersonal skills, with a track record of building and managing high-performing teams.	A / I
	EE4	Experience of leading and managing resources, challenging workloads and changing priorities.	A / I
	EE5	Experience of developing and implementing integrated technology roadmaps.	A / I
	EE6	Evidence of providing creative and innovative solutions, while achieving best value in a constrained financial environment.	A/I
	EE7	Experience of aligning operations with relevant compliance and regulatory standards and relevant certifications such as CISSP, PMP and ITIL.	A/I
Desirable	ED1	Experience of operating across a multi-site organisation.	A / I
	ED2	Experience of influencing at a Board/Executive level.	A / I
	ED3	Experience of the higher education sector.	A / I

Skills

			Evidence A = Application I = Interview
Essential	SE1	An innovative strategic thinker that can identify a range of solutions to apply to the problems of a large and complex organisation.	I
	SE2	IT technical skills, supported by a comprehensive knowledge of information technology governance, best practice, processes and future direction.	I
	SE3	Leadership skills and capable of establishing high-level effective networks across the University and with a range of external organisations & stakeholders.	I
	SE4	Engagement and influencing capability with senior colleagues and external audiences to provide insight and assurance.	I
	SE5	Ability to establish a high level of credibility within the academic community, professional community and with external stakeholders.	I
	SE6	Demonstrate highly-developed communication skills enabling the explanation of complex and technical issues to stakeholders with a range of background expertise.	I
	SE7	Strong negotiating skills to execute procurement projects that demonstrate high levels of value for money.	I
Desirable	SD1	Market scanning to understand technology trends and how these may be incorporated to deliver value for the University.	I

Knowledge

			Evidence A = Application I = Interview
Essential	KE1	Extensive knowledge and understanding of current and emerging digital trends.	A/I
	KE2	Well-rounded knowledge and understanding of IT governance and best practice.	A/I
	KE3	Specialist knowledge and understanding of aligning cyber security and DR with a defined risk appetite.	A/I
Desirable	KD1	Understanding of the higher education landscape in the UK and Scotland in particular.	I

Behaviours

			Evidence A = Application I = Interview
Essential	BE1	A strategic thinker with the ability to transform strategy into effective action, using an inclusive approach to leadership.	I

	BE2	Vision, passion and energy to provide leadership and drive to achieve optimal functional solutions for the University.	I
	BE3	Natural relationship-builder with the skill and confidence to network and negotiate at a senior level both within and out with the University.	I
	BE4	Act in an open and honest manner, showing respect, admitting mistakes, constantly looking at ways to improve and share ideas	
Desirable	BD1	N/A	

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