**JOB DESCRIPTION**

**Department:** IT Department  
**Post Title:** Head of Research, Teaching & Learning  
**Grade:** Grade 8  
**Reports to:** Assistant Director, Enterprise Applications  
**Responsible for:** Research, Teaching and Learning Applications; Strategy: Leading and Managing the IT team in development and operations

**Purpose**

**Department Summary**

The IT department is responsible for the delivery and support of all aspects of Information Technology within the University. The department is responsible for all the operational aspects of IT including service desk, desktop support, network, telecommunications and server infrastructure; the development, implementation, integration and support of applications; and delivering IT projects and change.

**Scope**

**Position Summary**

The Head of Research, Teaching and Learning (RTL) owns the RTL applications portfolio and provides a software development and support service to meet the demands of the business. The portfolio includes many RTL related applications such as Moodle, Turnitin, Panopto, pFACT and Research Data services and the Head will report to senior management on their status and performance. The Head will also develop the portfolio strategy and assess the capability of current systems and emerging technology to advice the business effectively. The Head will need to develop and lead a skilled team and support them as their line manager in their day to day operational work and throughout their career development. The Head must ensure that the resources available to them are effectively managed and planned including designing efficient support models and providing technical leadership to projects and change (such as accurate planning information, estimates and task dependencies, assisting in the recruitment of appropriate contractors and directing the work of developers).

**The main responsibilities of the post are:**

Define and execute the portfolio strategy, including the vision for how services will drive positive student, research, teaching and learning experiences, foster greater collaboration and better support RTL at Royal Holloway.
Develop and utilise the portfolio to meet business requirements and bring the highest degree of benefit to the end users.

Provide leadership and line management to the staff assigned to the team, leading with passion, enthusiasm and integrity.

Be the main point of contact and advice for best practice in your area of expertise. Provide technical architectural expertise, direction, and advice to your team and others and ensure these are aligned to organisational goals, objectives and standards.

Working within IT policies and architecture: analyse, design, build, test and release applications on time and to specification to deliver the required benefits ; Prioritise and perform upgrades, fix requests or minor enhancements, including development & testing

Work as a Project Manager where appropriate

Actively manage relationships with vendors ensuring awareness of Technology Road Maps . Act as a liaison point between the business and key vendors, maintaining key relationships to the advantage of the business.

Create and maintain up to date Production Systems Architecture diagrams for each application within the Portfolio alongside standard IT Technical documentation deliverables throughout the system life cycle.

Provide full service delivery responsibility : undertaking structured planning to ensure: sufficient system capacity is made available; that renewal plans to replace obsolete or at risk technology are timely ; and that SLAs with the business are being met or exceeded .

Provide second and third line support for those services within the teams remit and act as an escalation for technical difficulties, complex or urgent queries, issues and incidents.

Plan and provide resources and expertise to support the delivery of larger application projects and programmes, managing contracted resources where applicable.

Support the implementation and effective operation of ITIL processes including change, request, service, incident, capacity and problem management.

Manage security, user rights and comply with information-related legislation

Keep up to date with industry developments, driving innovation and effective change to improve current services or be built into new services

The responsibilities are not intended to be exhaustive and other duties maybe required from time to time.