JOB DESCRIPTION

Job Title: Deputy Director of Enterprise Applications

Department / Unit: IT

Job type Professional Services

Grade: 10

Accountable to: IT Director

Accountable for: Enterprise IT Applications: Projects, Development and Support

Purpose of the Post

Department Summary
The IT department is responsible for the delivery of a major IT-enabled business transformation portfolio of projects ('Cohort 3 and Cohort 4') as instructed by the Strategic Projects Committee and for support of all aspects of Information Technology within the College. In addition, the department is responsible for all operational aspects of IT service delivery, including service desk, desktop support, network, telecommunications and server infrastructure; the development, implementation, integration and support of applications; delivering IT projects, testing new software and delivering the strategic change portfolios.

Position Summary
This post will manage teams tasked with developing and maintaining a comprehensive suite of Enterprise Applications for strategic projects and to support vital services, workflow engines and customer-facing (student and staff) applications at the College. The Enterprise Application group is responsible for both tactical and strategic development of solutions in support of RHUL business objectives and is focused on the development, implementation, integration, delivery and support of business application and systems solutions for the University. The group also provides 2nd & 3rd line applications support. The team is responsible for the quality and security of solutions and safeguards the transition of solutions into production by applying robust testing disciplines and effective configuration management. The team is responsible for providing data services to the College to maximise business intelligence opportunities.

Key Duties

Responsibilities:
- Responsible for managing approximately 30 IT professional staff in RH IT Department (approximately 40% of the full complement) and a budget of approximately £3 million in recurrent expenditure; co-managing a project portfolio budget of £5 million in a full year. Managing contracts with external partners for cloud services, development and consulting services, of approximately £2 million within this total.
- Responsible for the creation, implementation and continuing oversight of the applications strategy, applications architecture and roadmaps to ensure the selection or development, deployment and life-cycle management of applications, in an optimal manner for the College.

- Responsible for managing applications work and resource demands in an orderly manner, supplying resources for new projects and work requests and ensuring that solutions proposed are aligned with the applications strategy.

- Responsible for the quality and robustness of solutions through vigorous system testing processes.

- Responsible for providing 2nd and 3rd line support service for applications.

- Provision of strategic technical guidance to College leadership, including the Principal, COO, CFO and other Executive members, to ensure that business benefits are derived from technology advances. This guidance will extend to briefing and supporting HoDs and HoPs around using the application portfolio to drive business benefit developing better returns on investment of IT solutions.

- Responsible for overseeing the IT Change Control process, assessing and authorising changes and releases to Production environments to ensure business security and integrity as well as mitigating risk.

- Deputy IT Director duties will include: oversight of key departmental processes, workflow management, resource load balancing and monthly resource utilisation reporting.

- Responsible for communication, outreach & escalation strategy within Enterprise Applications.

**Tasks:**
- Oversee the development, implementation and maintenance of all IT systems applications used by the College to conduct its business, in fulfilment of the responsibilities described above.

- Oversee reporting and solutions strategy, applications architecture and roadmaps across the whole lifecycle from selection, implementation, support and maintenance to decommissioning.

- Develop and implement strategies, plans, policies and procedures to ensure that the quality, security, performance, maintainability and robustness of solutions is of a consistently high standard.

- Lead, manage and develop the Enterprise Applications team to maximise productivity, ensure the skills pool is current and relevant to the requirements of the organisation, enhance job satisfaction, promote career development and implement effective succession planning.
• Provide strong leadership and represent the Enterprise Applications team to the IT senior management team and other college constituencies as appropriate.

• Contribute to the project prioritisation and planning process within Royal Holloway.

• Establish and maintain good working relationships with all relevant functions both within IT & the rest of the organisation. In particular ensure resource is provided to projects to maximise the effectiveness of IT resources and work closely with the Head of Service Delivery to ensure the smooth transition of development outputs into production and to support the activities of the infrastructure team in managing the production environment

• Establish and operate an IT Design Authority Gateway for existing and new services (projects), and to review and authorise system designs

• Establish and operate an IT Change Control team with associated procedures; to act as the Change Control Lead with other IT colleagues to assess and authorise changes into the Production Environment

• Deliver the programme of upgrades across business systems, solutions and tools as captured in the application, reporting and technology roadmaps; including positive supplier management

• Ensure that all current and new systems have a future maintenance strategy.

• Provide support and development activities related to regular and cyclical business requirements for example Clearing, Start of Session and modifications required for statutory returns such as HESA.

• Establish and operate resource planning within the Enterprise Applications team and the identification and resolution of potential resource conflicts across the programme of project work versus requirements of business as usual activities, upgrades and general support.

• Act as project manager for IT projects where appropriate

• Act as deputy director to support the IT Director

• Maintain and enhance own technical skills as appropriate to reflect technology and market developments

• Ensure constructive Supplier management across all platforms within Enterprise Applications

• Ensure good communication, outreach and information both within Enterprise Applications and to the college at large

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.
The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

**Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with: