

JOB DESCRIPTION

Job title:	Head of Web & Mobile Applications
Department / Unit:	IT Department
Job type	Full-Time - Permanent
Grade:	RHUL 8
Accountable to:	Deputy IT Director Enterprise Applications
Accountable for:	Web and Mobile Team
Purpose of the post	
<p>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.</p> <p>The Head of Web and Mobile Applications owns the Web and Mobile applications portfolio and provides a software development and support service to meet the demands of the business. In addition the role owns the middleware/integrations service. The portfolio includes many business critical applications and the Manager 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).</p> <p>The Head of Web and Mobile role is responsible for the key tasks outlined below.</p>	
Key tasks	
<ol style="list-style-type: none"> 1. Develop and utilise the portfolio to meet business requirements and bring the highest degree of benefit to the end users. 2. Provide leadership and line management to the staff assigned to the team, leading with passion, enthusiasm and integrity. 3. 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. 	

4. 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.
5. Provide services as native applications and/or are browser-based that deliver content in a format appropriate for mobile/tablet devices
6. 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
7. 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.
8. 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 .
9. Have an understanding of digital accessibility and it's application in a web and mobile context.
10. 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.
11. Plan and provide resources and expertise to support the delivery of larger application projects and programmes, managing contracted resources where applicable.
12. Support the implementation and effective operation of ITIL processes including change, request, service, incident, capacity and problem management.
13. Manage security, user rights and comply with information-related legislation
14. Keep up to date with industry developments, driving innovation and effective change to improve current services or be built into new services

Other duties and expectations

The duties listed above may be varied from time to time as dictated by the changing needs of the College. The post holder will also be expected to undertake additional duties as appropriate and as requested by their 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 post holder will be required to work closely with all colleagues within the IT Department.

The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, such as:

- Senior Management Team
- Academic Services teams

- Marketing & Communications e.g. Digital Comms, Internal Comms and Marketing and Campaigns.
- Human Resources
- Finance
- Administrative and academic staff in other schools

Management			
Excellent writing and technical documentation skills to produce clear technical papers, requirements documents, project reports and Systems Architecture diagrams	X		Application Form / Interview
Knowledge and experience of Visio & MS Office productivity tools (Word, Excel, email etc.)			
Supplier/Vendor Relationship Management experience	X		Application Form / Interview
Experience of Scrum and practical experience of working as part of a scrum/agile team		X	Application Form / Interview
Hands-on experience with developing web service API's, such as WCF and Rest including versioning, licensing and security	X		Interview
Knowledge of Contensis , Umbraco and Ally Web, .		X	Application Form / Interview
Knowledge of MS365 and productivity tools and applications in that ecosystem	X		Application Form / Interview
Experience			
Exceptional command of written and spoken English; highly numerate	X		Interview
Strong interpersonal skills; used to build credibility and develop effective relationships with customers and stakeholders	X		Interview
Proven ability to forge effective professional relationships at all levels, working collaboratively and sharing knowledge and skills (business and technical)	X		Interview
Influencing, persuading and negotiating at all levels	X		Interview
Ability to present and explain complex and detailed technical information to both a technical & non technical audience for small & large audiences	X		Interview
Excellent analytical and problem solving skills with "can do" approach	X		Interview
Has a methodical, meticulous, organised approach to work	X		Interview
Ability to effectively prioritise own workload and others	X		Interview
Self-motivated, highly proactive and performance driven	X		Interview