Job Title: Director of Information Technology

Department / Unit: Infrastructure

Job type: Professional Service

Grade: 10b

Accountable to: Executive Director of Infrastructure

Accountable for: Information Technology Department

Purpose of the Post

This is a University-wide role of strategic importance, leading an IT service which will harness Information Management and Technology to support the strategic objectives and priorities of Royal Holloway. The Director of Information Technology will lead a department of 60 substantive staff and will manage a budget of c £10m. The post holder will ensure the effective implementation of existing strategic pillars and projects but also enable the IT service to play a major role in the co-creation and delivery of the new RH2030s vision and strategy.

Key responsibilities

Strategic Development

1. Develop, implement and continuously review a strategic plan for IT that will harness appropriate and leading-edge Information Management and Technology (IMT) to support the delivery of the University’s strategic plans.
2. Develop a coherent roadmap to enable the effective implementation of the IMT strategic plan with reference to resource implications, skills base and timeline.
3. Ensure that IMT supports the continuing development of all areas of University activity – Education and the Student Experience, Research and Innovation and in the context of our local and global partnerships and engagement – to enable the University to thrive in complex and dynamic times for the sector.

Leadership

4. Provide clear leadership for IMT across the University, ensuring that Royal Holloway has the appropriate systems in place to support outstanding and future-facing education and research and to underpin high-performing and integrated professional services.
5. Develop and maintain effective and collaborative working relationships with the Executive, Academic and Professional Services leadership teams and other appropriate internal and external stakeholders, ensuring that IMT strategic plans and priorities are informed by the needs of the University.
6. As a member of the senior professional services team, contribute to the leadership and management of the University through partnership-working with colleagues and representing Royal Holloway on relevant external bodies and in relevant external contexts.
<table>
<thead>
<tr>
<th>Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Ensure that all systems within the University reflect the best of class, effective integration where necessary, and are future-proofed.</td>
</tr>
<tr>
<td>8. Anticipate trends and developments in information technology and provide expert guidance in the exploitation of technological innovation, including, as a priority, generative AI, advising as to appropriate use to achieve objectives.</td>
</tr>
<tr>
<td>9. Manage information assets across the University to ensure value for money and effective utilisation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Resource Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>10. Provide motivating and effective management to a department of c. 60 staff to ensure a service that is accessible, high quality, cost-effective, reliable, and secure and which focusses on the customer or end-user.</td>
</tr>
<tr>
<td>11. Develop the IMT budget and resources, optimising value for money and building and delivering long-term capital and financial expenditure plans based on business cases linked to the delivery of the University’s strategic goals.</td>
</tr>
<tr>
<td>12. Play a key role in the development and prioritisation of the University’s major systems and processes investment programme to ensure effective use of the resource.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Governance and Risk Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>13. Develop, maintain and review effective IMT governance structures to oversee the provision of IMT services across the University including the delivery and use of services and systems in line with appropriate legislation such as the DPA, FOI, Computer Misuse Act etc.</td>
</tr>
<tr>
<td>14. Develop, gain approval for and implement strategies, systems, and processes to mitigate risks including IT security, data protection, business continuity, systems resilience and disaster recovery.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>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 their manager.</td>
</tr>
<tr>
<td>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</td>
</tr>
</tbody>
</table>
PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

<table>
<thead>
<tr>
<th>Job Title: Director of Information Technology</th>
<th>Department:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge, Education, Qualifications and Training</td>
<td>Essential</td>
</tr>
<tr>
<td>Degree qualified with evidence of continued professional development.</td>
<td>x</td>
</tr>
<tr>
<td>Significant experience of leading and managing IT and technology services in a large complex organisation.</td>
<td>x</td>
</tr>
<tr>
<td>Successful track record of working with senior leadership teams to design and deliver a transformational IT strategy, linking IT and technology to business strategy.</td>
<td>x</td>
</tr>
<tr>
<td>Strong track record in the provision of quality customer service to a diverse range of users.</td>
<td>x</td>
</tr>
<tr>
<td>Experience of procuring and managing large and complex outcome-based IT contracts with interdependencies.</td>
<td>x</td>
</tr>
<tr>
<td>Experience of joint procurement, market testing and outsourcing as well as negotiating quality, cost-effective services.</td>
<td>x</td>
</tr>
<tr>
<td>A sound understanding of portfolio, programme and project management.</td>
<td>x</td>
</tr>
<tr>
<td>Experience of delivering and enabling large-scale complex change programmes</td>
<td>x</td>
</tr>
<tr>
<td>Evidence of commitment to our institutional values of equality, diversity and inclusion and environmental sustainability and of working and developing strategic thinking with teams in ways that are inclusive by design.</td>
<td>x</td>
</tr>
<tr>
<td>Experience of working within higher education is not essential, however, the ability to demonstrate considerable empathy with the challenges of the University sector and to understand its multiple stakeholders will be required.</td>
<td>x</td>
</tr>
</tbody>
</table>

Leadership, planning and organising

Excellent leadership skills, including the ability to manage in an effective and empowering way. | x | | I |
| The ability to act with political acumen and with sensitivity to organisational norms. | x | I |
| Well-developed planning and organisational skills including the ability to produce effective business plans which underpin the core business. | x | I |

**Problem-solving and initiative**

| Ability to work independently, but also as part of a wider leadership team in a collaborative, enabling and supportive manner. | x | I |
| Highly developed analytical skills. | x | I |
| A solutions-focused approach. | x | I |

**Communicating, influencing and team working**

| Excellent communication skills both verbal and written. | x | A/I |
| Well-developed influencing skills and skills of persuasion. | x | I |
| Experience in dealing with conflict and in the resolution of difficult situations. | x | I |
| Ability to develop high performing teams. | x | A/I |
| Ability to perform collaboratively and effectively as part of a senior leadership team. | x | I |

**Personal attributes**

| Resilient, acts with integrity at all times, works well under pressure, exceptional interpersonal skills. | x | I |