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| **Description and Person Specification**  **Professional Services Staff** |
| **Job title: Head of Technology Services**  **Department: IT Services**  **Pay Band: Senior Management (tbc)**  **Line Manager: Chief Information Officer** |
| **Purpose of Role:**  The Head of Technology Services is a senior leader within both the IT function and the wider University Management Team, reporting directly to the Chief Information Officer. This role is accountable for delivering high-quality, secure, and customer-centric IT services that support the needs of both staff and students.  Acting as the CIO’s deputy, the Head of Techology Services oversees a broad portfolio including front-line support, End User Computing, Audio Visual Systems, Cyber Security, IT Infrastructure, Cloud Platforms, Telephony, and vendor management.  This role provides strategic and operational leadership across all support and technology infrastructure functions across the university, with direct line management of the associated teams. The postholder is responsible for key performance indicators for the areas of responsibility, managing workloads, and driving performance and continuous improvement in alignment with institutional goals. |
| **Duties and Responsibilities:**   * Develops and agrees strategy for all desktop, audio visual, infrastructure and cloud platforms, ensuring alignment with wider IT Services and University strategies. * Design service level agreements and ensures that IT Services are delivered within the agreed service levels, reporting to university boards and committees as appropriate. * Leads the maintenance of the university’s cyber security posture, ensuring response plans are in place and regularly tested and that policies and procedures are kept up to date in line with best practice and evolving threat landscape. * Own the strategy, design, and oversight of the university’s on-premise and cloud infrastructure, ensuring it is architected to be reliable, scalable, and secure to support current and future institutional needs. * Take ownership of the business continuity strategy for all IT systems, leading the development, implementation and rigorous testing of backups and recovery operations to safeguard institutional operations and minimise risk to critical services. * Ensure the proactive management of the application and equipment lifecycle, including appropriate patching, routine maintenance and replacement schedules are maintained. * Lead the planning, design, and strategic oversight of enterprise IT capabilities, ensuring robust alignment with and proactive support for institutional strategic objectives, directly supporting the CIO in delivering transformative digital initiatives. * Evaluate and continuously assess the IT service portfolio and systems architecture, producing comprehensive reports identifying deficiencies and strategic opportunities for service enhancement, providing critical insights to support the CIO’s decision-making and service improvement. * Lead and be responsible for vendor relationships, performance management and developing strategic partnerships within the area of responsibility. * Provide strategic leadership and mentoring to the Service Desk, AV, Desktop Support (Solutions), Infrastructure, Cyber Security, and Network teams, fostering a high-performance culture and ensuring operational excellence in alignment with the CIO’s vision. * Management of significant operational and capital budgets, business case development and subsequent presentation to Executive and Board of Governors level governance groups. * Perform other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne’s objectives achieved. * Initiate, develop and lead internal and as appropriate external groups relating to information technology and service management within the higher education sector.   **General Requirements**   * Engage in Institution-wide committees or working parties when required. * Demonstrate an understanding of Ravensbourne’s values, culture and educational ethos and promote these through everyday practice in the role. * Work within Ravensbourne’s Code of Conduct and other Rules. * Comply with all legislative, regulatory and policy requirements (e.g., Finance, People & Culture) as appropriate. * Carry out the policies, procedures, and practices of Health & Safety in all aspects of the role. * Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne’s work and show commitment through everyday practice in the role. * Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne’s work, and show commitment through everyday practice in the role * Work in accordance with, and promote Ravensbourne’s environmental sustainability policy and practices |
| **Resources Managed**  **Budgets:** Delegated budget holder for IT Infrastructure, IT Operations and Capital Budgets as assigned.  **Staff:** ~Approx 16, Service Desk Manager, Technical Lead, Service Desk Analysts, AV Engineer, Solution Specialists Infrastructure Manager, Infrastructure Specialists, Senior Network Engineers and Cyber Security Analyst.  **Other:** Institutional Data Centre and associated equipment |

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| **Person Specification** |
| **Key working relationships:**   * CIO * Other Professional Services Heads * Executive Team * Departmental Heads * PMO * Partner IT Teams * Vendor teams as appropriate |

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| **Knowledge and Experience** | **Essential** | **Desirable** |
| **Education**   * Degree (or equivalent extensive industry experience) * Post graduate qualifications in a relevant subject * ITILv3 or 4 qualification * Relevant Microsoft accreditation * Relevant Cyber Security/Data Privacy Qualification * Project management qualifications | X | X  X  X  X  X |
| **Professional qualifications/experience**   * Sound knowledge of common enterprise IT Infrastructure components (security, directory and authentication services, servers and storage, enterprise networking, common cloud technologies Azure, AWS, GCP etc) * Knowledge of business ecosystems, SaaS, infrastructure as a service (IaaS), platform as a service (PaaS), SOA, APIs, open data, microservices, event-driven IT and predictive analytics * Familiarity with information management practices, system development life cycle management, IT services management, infrastructure and operations, and EA and ITIL frameworks * Exposure and understanding of existing, new and emerging technologies, and processing environments * Knowledge of business models, operating models, financial models, cost-benefit analysis, budgeting and risk management | X  X  X  X  X |  |
| **Higher Education knowledge**   * Substantial experience in a senior IT role within an HEI |  | X |
| **Stakeholder Management**   * Exceptional soft and interpersonal skills, including teamwork, facilitation and negotiation at a senior stakeholder level | X |  |

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| **Core Personal skills abilities and behaviours** | **Essential** | **Desirable** |
| **Management and leadership**   * Leads and manages the operational delivery of the core IT capabilities, ensuring that standards are met and delivery continuously improved.   **Strategic and Business planning and implementation**   * Leads and manages the identification, articulation and implementation of strategic and/or business cases. | X  X |  |
| **Equality, Diversity & Inclusion**   * Demonstrates and promotes Ravensbourne’s culture of equality, diversity and inclusion in every aspect of their role. | X |  |
| **Communication**   * Communicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, using every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon. * Well-developed communication skills: verbal, written and in presentations. The ability to sell ideas or benefits and build persuasive arguments based on data, logic and the objective merits of solutions. * Strong Stakeholder Management skills with a proven ability to work with senior stakeholders across multiple business functions, often where there are conflicting viewpoints. | X  X  X |  |
| **Organisational Values**   * Understands their current position in the broader environmental context and is receptive to and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements. | X |  |

**This Job Description may be reviewed, and duties amended aligned with Ravensbourne’s requirements, any changes will be made in collaboration with the postholder.**

**Our Values**

**Connection:** We value what happens together and we collaborate to achieve our collective goals.

**Dynamism:** We embrace every opportunity to adapt and optimise.

**Inclusion:** We celebrate our diversity, and we embrace difference as a source of strength.

**Professionalism:** We aim for quality in everything we do and take pride in our work.

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