

## **INFORMATION SERVICES**

### **HEAD OF SERVICE TRANSFORMATION SUMMARY DESCRIPTOR**

The role of Head of Service Transformation will be a senior leadership and management role working in partnership with and deputise for the Director where appropriate, internally and externally, representing the Directorate or University as required. The role-holder will work in close partnership with the Heads of Customer Service and of Systems and Support Services respectively to ensure excellent service.

The role-holder will manage the operation and development of a comprehensive range of service transformation and development services, creating a customer service centre of excellence, and will contribute to the development and implementation of the Information Strategy to deliver the University's strategic objectives. This role will have up to five direct reports, each of whom will be a team manager of a service transformation team in Information Services.

The key responsibilities of the role are to:

- inform the strategic direction of Information Services to deliver the University's strategic priorities; contributing to the formulation and ongoing development of the IS strategy implementation plan; advising on the implications and feasibility of options in relation to customer service; identifying potential impacts on service delivery, staffing and financial resources
- establish and monitor standards for all Service Transformation teams to ensure delivery of robust and resilient services
- lead the divisional team managers to deliver operational services to support information service provision and to manage and develop their respective teams
- liaise closely with the Heads of Customer Service and Systems and Support Services to ensure effective, responsive and resilient customer services
- advise the Director on the most effective allocation of resource across their teams
- review and implement continuous improvement processes
- advise on new systems and services required or service adjustments to meet user needs
- work with the Heads of Customer Service and Systems and Support Services to plan and implement revised services
- develop team managers in their roles
- assist team managers to develop their teams and services
- take overarching responsibility for the allocation of direct report team budgets, in line with the strategic direction of the service, making proposals to re-align resource where necessary
- make/contribute to fully costed business cases required for the integrated planning process
- liaise with the PA/Office Manager over IS organisational matters, ensuring that administrative tasks are completed promptly and effectively
- liaise with the communications and marketing officer to ensure that IS services are well promoted and targeted
- deputise for the Director when required

## **Essential Criteria**

- Educated to degree level
- Extensive experience of a range of organisational settings, ideally within HE and ideally with significant understanding of academic library and IT needs
- A demonstrable track record of management and leadership of teams/across teams
- Experience of developing and implementing policy/procedural change
- Proven experience in managing professional teams and dealing with sensitive performance and personal matters in a diplomatic and effective manner
- Strong organisational, operational planning, management and business skills
- Proven interpersonal skills, including leadership and relationship building
- Extensive experience of managing a high-volume multi-skilled customer service operation which should include experience of customer relationship management, resource and people management
- Experience in customer-focused service provision and on influencing organisational change within a complex environment
- Experience of establishing and maintaining effective relationships with a wide range of groups, individuals and organisations
- Experience of working with and influencing senior management
- Skills will include excellent oral and written communication, delegation, problem solving, project management, resource management, planning, facilitation, leading/chairing internal and external networks and performance management

## **Desirable Criteria**

- Experience of use of benchmarking tools and techniques to improve system performance and customer service