

INFORMATION SERVICES

HEAD OF SYSTEMS AND SUPPORT SERVICES SUMMARY DESCRIPTOR

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

The role-holder will manage the operation and development of a comprehensive range of library and IT support services and systems, creating an excellent, reliable and robust infrastructure, 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 systems and support 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 Systems and Support Service 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 Service Transformation to ensure effective, responsive and resilient customer services
- advise the Director on the most effective allocation of resource across their teams
- monitor and review regularly the policies and effective functioning of all IT security matters and proper use of IT for the University, ensuring an appropriate balance of security and accessibility
- 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 Service Transformation 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
- Proven interpersonal skills, including leadership and relationship building
- Extensive experience of managing complex and high quality systems and services which should include experience of customer relationship management, resource and people management
- Experience of managing highly technically focussed, specialist teams and services
- 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
- Ideally, experience of managing projects to deliver major change and continuous improvement
- 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 managing projects to deliver major change and continuous improvement
- Experience of use of benchmarking tools and techniques to improve system performance and customer service