

Head of School IT and Digital Transformation

School of Technology

16 May 2024
Job Reference: NN41128



Director of School IT and Digital Transformation

Salary:

From £66,857-77,476

Contract:

Permanent

Location:

Cambridge

Faculty / Department:

Office of the School of
Technology

Responsible to:

Secretary of the School of
Technology

Working Pattern:

Full Time

Background

In partnership with the Head and Deputy Heads of School, the Heads of Departments, the Technology IT Committee and University Information Services (UIS) Directorate, the post-holder will be responsible for defining vision and strategy for the School's IT services and for their successful delivery.

The post holder will become the main interface between the School and UIS, representing the School's continuously evolving interests and requirements, ensuring that they are clearly understood and that delivered solutions and services are appropriate and effective.

Key responsibilities

1) School IT and Digital Services strategy:

- Ensures that IT and Digital strategy remains aligned with the academic vision of the School.
- Collaborates with a diverse range of stakeholders to define, develop, procure and implement appropriate IT systems and services across the school in line with resource limitations of departments and institutes.
- Works with IT Leads from the other five Schools to identify common interests and foster co-operation.
- Lead and promote the development of effective IT governance to support strategy and decision making.

2) Advice and guidance:

- Identifies challenges and opportunities within the service and provides advice, guidance and recommendations to senior stakeholders.
- Communicates vision and strategy to the IT community within the School and more widely in the University as relevant and provides support and guidance throughout implementation.
- Encourages and supports continuous communication and collaboration within the School IT community as a whole, to ensure that expertise is shared and best practice is clearly understood and embraced.
- Utilises technical expertise to establish and encourage best practice in all aspects of IT and digital services.



3) Institution IT and Digital Risk Management:

- Identifies vulnerabilities and anticipates threats to services; plans and implements appropriate risk reduction and mitigation measures.
- Identifies challenges and opportunities within the service and provides advice, guidance and recommendations to senior stakeholders.
- Facilitates, coordinates and supports stakeholder groups in the course of project or consultancy work;
- Encourages and supports continuous communication and collaboration within the School IT community, to ensure that expertise is shared and best practice is clearly understood and embraced.

3) Services Management:

- Compiles and maintains a catalogue of well-documented IT services delivered across the School by the departments and UIS. Continuously evaluates and monitors the effectiveness of these services, and engages with service owners to resolve issues promptly.
- Identifies opportunities for harmonisation, service sharing, complexity reduction and efficiency improvements.
- Identifies opportunities for innovation and delivery of new services and engages with both School stakeholders and the UIS to design and manage projects and service level agreements that will deliver these innovations in a timely manner.
- Maintains project roadmaps, monitors and reports progress to all key stakeholders.

4) Change management

- Builds a confident, unified and collaborative culture within the School IT community, seeking opportunities to share knowledge, expertise and best practice, and to harmonise workflows and methods, increasing quality of service, interoperability and resilience.
- Builds confidence in innovation and promotes continuous improvement.
- Partners with UIS, HR and Finance to communicate School requirements, and to coordinate transition to new products and services when they are implemented.
- Advises PIs of computing resource to be submitted on grants. Advises the School IT Committee when new resource is required, with plans to realise the required resource as necessary.

5) Capital Projects: Plays a key role in inputting to capital projects and major refurbishments.

6) Training and Development: Leads on the planning, design and delivery of training in support of the progression of IT and Digital skills in the School. Designs and delivers specialist training.

7) Contributes to internal and external networks and professional associations as relevant to inform professional development of self and others and to progress and inform strategic planning and delivery.

Person Specification

Criteria	Essential	Desirable
Education		
A degree (Computing/IT-related subject desirable), or equivalent experience.	✓	
Management qualification		✓
Experience		
Experience in a senior role in the management and planning of IT, including institutional policy making and management of staff, infrastructure and resources.	✓	
Senior management experience - staff, process, resources.	✓	
Knowledge and experience at developing a cybersecurity strategy and managing cybersecurity risks in dynamic and challenging environments.	✓	
Skills		
Highly developed research, systems analysis and project management skills.	✓	
Broad range of technical expertise including networking, multi-platform systems management, problem-solving and user support.	✓	
Able to understand business needs and translate these into appropriate IT services.	✓	
Able to maintain a 'big picture' perspective and to develop and coordinate a long-term IT strategy in partnership with a diverse range of stakeholders at all levels.	✓	
Excellent interpersonal skills; able to engage with and influence technical and non-technical staff at all levels; deliver lecture-style presentations and function effectively in a committee environment.	✓	
Negotiating skills.	✓	
Experience with managing software development processes, including delivery of in-house software systems and services which build on open-source components and/or integrate with commercial software systems and platforms.		✓
Additional requirements		
Understanding of scientific research, teaching and learning technology needs in UK Higher Education.		✓
Well organised, able to work on own initiative and prioritise conflicting demands.	✓	
Ability to remain calm, focused and goal-oriented under pressure.	✓	

School of Technology

The School of Technology is one of the six Schools in Cambridge. It comprises: the Department of Engineering; the Judge Business School; the Department of Chemical Engineering and Biotechnology; the Department of Computer Science and Technology; and the Cambridge Institute for Sustainability Leadership. The School employs over 1,500 people and has a student population of nearly 3,300 (between undergraduates and postgraduates).

About the School Office

The School Office interfaces with a number of institutions both externally and internally, such as the EPSRC and the central administration. It has especially close contact with the Academic Division, Finance Division, the Research Office and Human Resources Division and Departments within the School. It is responsible for proposing, consulting and implementing School-wide policies and administrative procedures, ensuring compliance within the general governance framework, and financial control.

Governance

The School of Technology Office is responsible for a large number of School-level committees which in turn support the decision-making at the Council of the School, the School's governing body.

The Head of School together with the Heads of Department work together to drive the strategic planning for the School including all teaching, research and operational activities which are funded by all sources of income, for approval by the Council of the School. The evaluation and assessment of major new initiatives and capital projects also falls under the governance of the School. New initiatives and capital projects also falls under the governance of the School.

More details of the School's committees are here: <https://www.tech.cam.ac.uk/Committees>

The School's Strategic plans are here: <https://www.tech.cam.ac.uk/school/planning>

What we do:

- **Finance**

Supporting financially-informed decision-making and planning within the School and ensuring Financial Regulations and other policies and procedures are implemented and maintained at Departmental level. Providing support and advice to Departments on financial matters, accounting processes and procedures relating to the use and management of the University's Finance System. Key link with the Finance Division.

- **Research**

Responsible for the development and management of School-wide policies and initiatives to improve research grant income and application success rates in the School.

- **Education**

Coordinating activities to support undergraduate and postgraduate education in the School through its Undergraduate Committee and Graduate School Committee. Responsible for addressing strategic education issues. Supporting a range of Doctoral Training opportunities including the Centres for Doctoral Training and ICASE awards both funded by the Engineering and Physical Sciences Research Council (EPSRC), as well as the WD Armstrong studentship awards.

- **Human Resources**

Supports management and staff by providing HR management information; case support; guidance on the application of HR policies and procedures. The HR Business Manager takes the lead on significant HR projects and complex employment issues.

University Information Services



The UIS provides the digital infrastructure at the heart of the University's world-leading education and research.

For example, our high performance computing team has developed the UK's fastest academic computer and is supporting groundbreaking medical, engineering and astronomy research. Our networks team runs Europe's biggest privately owned ultra-high speed fibre optic network, connecting researchers, students and other organisations across Cambridge and beyond. And, the University's finance, HR and student administration rely on our business systems.

The University also has a bold ambition to use digitalisation to transform education and research. The UIS's team of developers, designers, testers, analysts and support staff is leading this exciting work. Our work ensures Cambridge continues to be one of the world's top universities.

The University of Cambridge consists of over 100 institutions (Departments, Faculties and Schools) and employs around 12,000 staff. The Director of Information Services leads a University Information Services function which positively adds value to the University. For the delivery of a world – class computing service for all of the relevant stakeholder communities.

As a customer focussed organisation the purpose of UIS is to provide business information services that underpin the critical management processes used across the collegiate University in research, teaching and administration.

The UIS works strategically with Schools, Faculties, Departments, Colleges and other institutions, in planning and delivering the future information service requirements of the University, progressively improving business processes, capabilities and information solutions that meet business needs.

Terms of Appointment

Tenure and probation Appointment will be made on a permanent basis. Appointments will be subject to satisfactory completion of a probationary period of 9 months.

Hours of Work and Working Pattern

The hours of work for the position are full-time, working Monday – Friday.

Pension

You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a hybrid pension scheme. For further information please visit: www.pensions.admin.cam.ac.uk/.

Annual leave

Full time employees are entitled to annual paid leave of 41 days inclusive of public holidays. For new part-time employees, annual leave will be pro rata'd based on days worked.

General information

Pre-employment checks

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us.

If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your

relevant original certificates of these qualifications.

References - offers of appointment will be subject to the receipt of satisfactory references.

Equality and Diversity

We particularly encourage women and /or candidates from a Black, Asian and Minority Ethnic background to apply for this vacancy as they are currently under-represented at this level within our University.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment.

Information for disabled applicants is available at [http:// www.admin.cam.ac.uk/offices/hr/staff/disabled/](http://www.admin.cam.ac.uk/offices/hr/staff/disabled/)

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact Shui Lam (stl10@cam.ac.uk), the School Secretary, who is responsible for recruitment to this position.

The University

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of world-leading teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include academic and commercial growth at both the West Cambridge Innovation District, and the Biomedical Campus in the south of the city. Eddington, in North West Cambridge, is a mixed-use development including key worker housing for staff, a community centre and a new primary school, managed by the University. Through these projects, the University is deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



About Us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

Stephen Toope, Vice Chancellor 2019



Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 23,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a science and technology campus to the west of the city centre, and is expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here:

<http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>



What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme](#) for academic and academic-related staff, with additional flexible working policies for all other staff.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.



CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens. CAMbens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



What Cambridge can offer

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:

<https://www.childcare.admin.cam.ac.uk/>

The [Newcomers and Visiting Scholars Group](#) is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Postdoc Academy supports the postdoctoral community within Cambridge. Further details are available here: <https://www.postdocacademy.cam.ac.uk/>

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the [Cambridge Festival](#), which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to Dr Shui Lam, Secretary of the School of Technology or Richard Hey, Deputy Director of UIS.

Dr Shui Lam: shui@tech.cam.ac.uk, or

Richard Hey: Richard.Hey@uis.cam.ac.uk

If you have any queries regarding the application process please contact:

Shona Ni (ea@tech.cam.ac.uk)

The closing date for applications is: 16 May 2024

The interview date for the role is: 31 May 2024