

Job Description and Person Specification

Head of IT Services

| | |
|---------------------------------|--|
| Salary: | £54,555 per annum inclusive |
| Hours: | 36 hours per week |
| Leave: | 35 days per annum plus Public Holidays (less up to 5 days Christmas efficiency closure). |
| Responsible to: | Executive Director Resources & Student Experience |
| Areas of responsibility: | IT Services & Print Room |
| Line management of: | IT Support Manager, Senior IT Systems Engineers & Print Room Supervisor |
| Location: | This post will be based at the Main Campus, Isleworth with responsibilities covering the Skills + Logistics Centre in Feltham |

Overall purpose of the job:

1. Working closely with key stakeholders, develop a vision for the continued development of IT Services and the Print Room, and provide leadership and management to the teams managed to realise the vision.
2. Ensure that an efficient and effective digital infrastructure is provided, meeting the operational requirements of the business, with maximum availability and speed of response in line with College policies and strategic objectives.
3. Create a culture within the team and College, ensuring this develops the College's Information, Communications and Print systems in a responsive way.
4. Provide a responsive service to a range of users, including students, staff (curriculum and support), governors and visitors.
5. Champion a customer focused service approach.

PRINCIPAL RESPONSIBILITIES

A. Leadership and Management

1. To develop a vision and strategy, and build the capacity of the team to realise this.
2. To provide practical leadership on all aspects of the strategic management of cross-college digital infrastructure and resources, and establishing the technical architectures that are required to move the college forward.

3. To keep abreast of technology changes and trends to help in 'future proofing' the IT and Digital Print infrastructure and service provision delivered by the team.
4. To ensure the work of the team is visible across the College and is well-regarded.
5. To be an active and collaborative member of the College Management Team.

B. Service delivery

1. To lead on the review of the effectiveness of technologies for learners and learner environments, and ensure high quality resources and learning environments, on each of the college campuses.
2. To develop, establish and monitor both strategic long term and annual plans that include detailed performance targets and acknowledged service level agreements. To also establish an effective College wide helpdesk function with measurable performance indicators.
3. Develop, widely consult upon and agree robust IT business continuity / recovery plans and security processes for the College, and keep these plans and policies under constant review. Contribute to the college disaster recovery plan.
4. To manage the development, operation, maintenance, upgrading and security of all elements of the IT and Print service to end users.

C. Infrastructure and Technologies

1. To ensure a fully integrated approach to the IT Systems, Network infrastructures, resources and staffing teams, delivering the service.
2. Maximising value-for-money in procurement and the ongoing maintenance arrangements.
3. To contribute and recommend, in liaison with the Executive Director Resources and Student Experience as appropriate, a selection of hardware, software and services, and manage the relationships with suppliers and vendors as needed.
4. To make an effective contribution to the IT planning and design of new college buildings and refurbishments.
5. Support the e-Learning Development Manager to drive the future of e-learning through development of exciting web-based technology to the benefit of the curriculum and students.

D. Planning and Performance Monitoring

1. To ensure that a high-quality IT and digital print strategy is developed, consulted upon with a wide range of stakeholders, agreed by the Corporation and well communicated to all staff and customers. Work pro-actively with users and the e-Learning Development Manager to embed IT use.
2. To prepare and produce monthly, termly and annual reports and audits as required, detailing levels of service against performance indicators and recommend and implement measures to embed continuous improvement.

3. To lead on the SAR and other reports in the area.

E. Policy, Procedures and Processes

1. To be responsible for the physical and logical security of the data stored in the College's information systems and maintain effective security processes as required.
2. To be responsible for the management, monitoring and performance of the IT infrastructure, including data traffic, storage, protection and backup of critical systems
3. Drawing up, implementing and maintaining procedures and standards covering the installation, operation and maintenance of distributed systems
4. To develop and manage the College local and wide area networks, information, communication and print systems to deliver both on and off site courseware to the appropriate service level.
5. Providing help and guidance to users of the College systems through the helpdesk, the publication of user guides and by delivering staff training sessions as necessary
6. Manage the delivery of support services from external providers in relation to IT facilities and functionality.
7. Maintaining and updating an inventory of hardware and software licenses, ensuring full compliance with software licensing legislation.
8. Ensure that any equipment is disposed of in line with legislation and relevant directives.

F. Staff Management

1. Apply the college values and principles to the management of staff, adopting a collaborative, equitable and respectful style of management.
2. Ensure that staff management is in accordance with college personnel policies and procedures.
3. Ensure induction for new permanent and agency staff.
4. Audit staff development needs, identify staff development plans and support monitoring and review of the outcomes and impact of these.
5. Ensure there is an accessible system of communication in the department which maximises staff contributions and staff feedback, and develops collaborative working.
6. To ensure the provision of out of hours support through timely organisation of staff within the team.

G. Resource Management

1. Manage all budgets within financial regulations and comply with College Financial Regulations and Standing Orders, ensuring the achievement of Best Value/Value for money
2. Manage the effectiveness of resources and equipment, selecting and advising on the purchase/replacement of appropriate hardware/software (including specialist) in a timely manner.
3. Support the College's with income generation as required and look for opportunities to generate and diversify revenue streams.
4. To comply with and promote College Health and Safety policies and take appropriate responsibility to ensure the health and safety of self and others

H. General

1. As a member of the management team of the college, undertake Evening and Saturday Duty in accordance with the Duty Rota.
2. Follow strictly the requirements of the College's health and safety policy and comply with the College financial regulations.
3. Promote a positive image of the College in all contacts with students, staff, employers and professional bodies.
4. Attend and Participate in College meetings.
5. Participate in staff development activities and undertake further training as part of your continuing professional development.
6. Work flexibly in order to satisfy the organisational needs, including enrolment and occasional evening or weekend work.
7. To maintain confidentiality of information acquired in the course of undertaking duties for any member of staff, students or department of the college and adhere to the College's Data Protection Policy and the Data Protection Act 1998.
8. To uphold and promote College policies, procedures and controls, including the College's Equality and Diversity policy and promoting those specifically applicable to this area of work.
9. Carry out other reasonably comparable duties that may be required from time to time.

Person Specification

Please study the items in this person specification carefully and when completing your application form.

For this post we are looking for a person who can bring creativity and inspiration to the role, transforming the area into one where the curriculum is outstanding and outward-facing.

There are four key requirements for this post and these are embedded in all the criteria:

- **Leadership** – a vision for the service and a strategy to turn it into reality
- **Creativity** – an imaginative, sustainable and systematic approach to quality improvement
- **Empowerment** – a style of management which is pro-active, collaborative and consistent, and matches our values and principles
- **Equality** - valuing and using diversity to drive achievement

We need practical evidence of how well you meet each of the following criteria.

Qualifications

- 1 Educated to degree level or equivalent, with relevant industry standard qualification(s) (for example, MCA, MCSE, ITIL, etc.)
- 2 Two years' experience of managing customer facing services.
- 3 Have undertaken continuous professional development, particularly in these four areas:
 - IT service management
 - Project management
 - Industry standard technology solutions
 - Management and leadership

Skills and experience

- 4 **Technical environment:** have an understanding of current technical solutions and be able to develop strategies to improve the full range of IT services.

With a focus on:

- Virtual technologies (server and desktop)
- Network administration and IT infrastructure
- Telephony systems (including VOIP)
- Multi-site server suites
- Data protection legislation
- Quality frameworks and quality marks

- 5 **Equality and diversity:** be able to provide leadership on equality and diversity, and apply them to the management of staff, the curriculum and resources.

With a focus on:

- Driving forward innovation in IT services
- A vision for IT from a data, system and IT perspective
- Quality improvements as measured through KPIs, performance indicators and benchmarks

- Creative ideas to promote learners' access, treatment and attainment
- Expand and use the diversity of the staff team/s
- Create a secure, respectful and inclusive team culture

6 **Practical leadership –developing the business, clients and services:** be able to develop and apply a vision and strategy to IT services.

With a focus on:

- Clear direction
- Creative ideas
- Practical application
- Measurable outputs
- Effective prioritisation
- Collaborative working

7 **Practical leadership – staff:** be able to manage a team, individuals and influence staff who you do not line management in line with the college values and principles.

With a focus on:

- Collaborative working
- Creative environment
- Structured support systems
- Set and maintain high standards
- Promote diversity and development
- Challenging the way things are normally done

8 **Quality and equality:** be able to ensure excellence in the provision of IT services.

With a focus on:

- Setting standards
- Working collaboratively
- Monitoring progress and outcomes

9 **Resources:** be able to manage financial and human resources.

With a focus on:

- Attention to detail and accuracy
- Systematic monitoring
- Informed and practical approach to Health and Safety
- Confident in reading financial data
- Informed and creative application of funding
- Creative solutions for efficient resource use

10 **Managing change:** be able to manage complex change.

With a focus on:

- Leadership – vision and purpose
- Clear outcomes and planning
- Collaborative and supportive working

- 11 **Communication:** be able to write clear, complex, jargon-free reports, talk to groups, chair meetings, articulate a case, and be empathetic, respectful and clear in one-to-one meetings

With a focus on:

- Clear and appropriate to audience
- Structured and thoughtful
- Complex ideas in simple language

12. Have an awareness and understanding of Safeguarding, Prevent and how to embed these into the curriculum

Equality and diversity

West Thames College champions excellence, integrity, equality and respect.

This means we aspire to the highest achievements for our students and the best possible working environment for our staff.

The whole college community - women and men, younger and older, from different , social and ethnic backgrounds, a variety of faiths, cultures and languages, lesbian, gay and straight, disabled and non-disabled – we are all treated with the same respect and entitled to the same chances to succeed.

We champion diversity because we know that a rich mix of people makes the college a more productive and creative place to study and work.

And we champion equality because it is the right thing to do.

Closing date: 3 June 2024
Reference No: 4ITS002
Interview date: TBC

Conditions of Service

Contract: Permanent, Full time

Hours: 36 hours per week

Salary: £54,555 per annum inclusive

The salary offered for this post will be a spot salary on the Management Spine at point 10 of the Management Spine scale. Spot salary means there is no entitlement to any incremental pay increase.

Pension: Staff are entitled to participate in the Local Government Pension Scheme subject to its terms and conditions.

Annual Leave: 35 days per annum plus public holidays (less up to 5 days Christmas efficiency closure).

Probation: Employees who commence their employment between 1 September and 31 May inclusive will be subject to 26 weeks probation before their employment can be confirmed as permanent.

Employees, who commence their employment between 1 June and 31 August, and those with term time only contracts, will be subject to 36 weeks probation period before their employment can be confirmed as permanent.

The extended period of probation is ensure that there is an adequate period of "normal" working during which to provide support and assess an employee's performance.

Disclosure The post will be offered subject to an enhanced Disclosure satisfactory to West Thames College which will be conducted by the Disclosure and Barring Service.