

**University of Derby Job Description**

# **Job Summary**

## **Job Title: Data and Integration Services Manager**

## **College/Department: Digital Solutions and Services**

## **Location: Kedleston Road**

## **Reports To: Head of Digital Applications and Data Management**

## **Line Management Responsibility: yes**

# **Job Description and Person Specification**

## **Role Summary**

The Digital Solutions & Services department has been created in response to the University’s recognition of the importance of a strong digital base in meeting our strategic objectives.  Developed as a key element in the University’s new operating model, the department brings together a number of digital functions from across the University, with a remit to create, develop and deliver innovative digital solutions in support of the digital strategy.

The Data and Integration Services Manager provides strategic technical leadership, innovation and customer-focussed service delivery for the University’s data management, integration, identity management and presentation capabilities and enterprise-scale systems. The role leads multiple technical teams architecting, procuring, developing and maintaining data warehousing, integration, identity management and data analysis and presentation systems. The role holder will establish meaningful relationships and work in close partnership with suppliers and senior colleagues across the University, using their expert knowledge to develop the University’s technical data and integration environment and provide relevant and timely data and information to support the University’s Business Analytics Strategy and its data integration, personalisation and artificial intelligence ambitions.

Developing frameworks, projects and plans for the holistic management of systems and services, maintaining an overarching architecture and employing effective data management and development techniques are crucial to the role.

As a key member of the Digital Technology Leadership Team, the role holder will create the vision for the University’s data management infrastructure base, advise and steer the University’s digital strategic direction, develop business, workforce and technology plans and steward key institutional budgets. A strong commitment and capability to deliver cultural change as necessary and to set an example by consistently promoting and applying the University’s values and behaviours is essential.

## **Principal Accountabilities**

* Providing sector-leading advice, guidance and expertise, leading the University in the strategic deployment and use of innovative data management, integration, identity management and presentation applications, tools and techniques, exploiting digital technologies to improve efficiency and effectiveness of the University, developing the Digital Strategy and supporting the goals of the Strategic Framework.
* Working in partnership with key senior stakeholders, through the creation and implementation of agreed plans and roadmaps, delivering innovative, fit for purpose set of services which support the University’s digitisation and data analytics goals.
* Identifying and using opportunities to unlock, streamline and exploit the University’s structured and unstructured data to improve efficiency and effectiveness of the organisation.
* Leading key stakeholders in and individually creating and managing partnerships and strategic relationships with vendors and suppliers, obtaining institutional best value and controlling costs.
* Identifying and mitigating technology performance, security, compliance and data risks, working closely with infrastructure, governance and security teams.
* Leading and supporting the department and University delivering on its operational and strategic capital investment financial commitments.
* Fostering a strong service mind-set throughout the Digital Solutions and Services department, championing thought leadership and partnership working with other University functions.
* Leading and managing high-performing development and operational teams to contribute to the delivery of the department objectives, effectively and efficiently meeting or exceeding the agreed service levels and performance targets.
* Working with Strategic Insights and Planning and the Change and Portfolio Management Office to develop project proposals and plans and contributing team resource to strategic and internal projects delivering significant technical elements.
* Working in close partnership with other areas of Digital Solutions and Services to ensure that data structures and integration mechanisms in the key application systems support requirements for data and information presented onwards in analytics and other systems.
* Ensuring the development and documentation of all the key architectural information, policies, procedures and standards relating to information management and other key operations within the data management, integration, identity management and data presentation systems.
* As a Senior Leader, ensuring that collective team and individual objectives are aligned to academic and Professional Services outcomes; also ensuring that skill and resource levels are maintained and appropriate.
* To be an exemplar within the University for leadership and management, collaboration and partnership working closely with stakeholders to deliver strategic outcomes.
* To be a valued and respected leader, mentor and coach of the teams covered by the role, leading by example and creating a culture of innovation, enthusiasm and successful delivery.
* Supporting the development of the University’s digital provision and department through external engagement and benchmarking, identifying emerging data and integration-related technology trends and ensuring the University is leveraging them where appropriate
* Representation of Digital Services and Solutions on University Committees, project and working groups.
* Promoting and exemplifying the University’s values and behaviours.

## **Person Specification**

### **Essential Criteria**

**Qualifications**

* Relevant degree (or equivalent qualification) or comparable knowledge gained through professional experience
* Professional qualifications in an IT related discipline (eg Prince, Agile, TOGAF, ITIL)

**Experience**

* Significant experience in a senior IT role, ideally leading multiple integration and technical data services functions, delivering digital innovation and process automation at scale in a comparable organisation.
* Significant experience in the development of IT strategic direction in line with business strategy specifically in the area of data management, integration and presentation systems and software.
* Extensive experience of managing multiple digital services through in-house resources and 3rd party supply chain, including cloud-based and outsourced services.
* Proven track record of leading, motivating and managing a diverse team of staff.
* Proven track record of values-led stakeholder engagement and partnership.
* Experience of driving continuous improvement in areas of resilience, compliance, customer service and performance within an IT services environment.
* Extensive experience of successful delivery against SLAs and KPIs and managing critical incidents through to a successful conclusion with minimum disruption to service.
* Demonstrable experience of influencing at a senior level and success in gaining commitment and leading change.
* Proven experience of financial and budgetary planning and management including revenue and capital expenditure, value for money and cost control.
* Experience in representing a digital technology department in external and internal senior meetings.
* Significant experience in dealing with high value procurement through tendering and related administrative functions. Experience of commercial vendor management and development of strategic supplier relationships which bring added value to the institution.
* Experience in dealing with demanding customers through high quality service processes and embedding a culture of service within teams.
* Experience of both leading and managing cross organisational change initiatives through internal and external partnerships, supplier engagement and formal project processes.
* Experience of improving internal communication methods and approaches to improve staff engagement and involvement

**Skills, knowledge, and abilities**

* Strategic outlook and ability to leverage current and future technology trends to support the University’s success in the area of data management, integration and presentation technologies.
* Understanding and a sense of ownership of the Digital Solutions and Services vision and objectives, delivering strategic direction and focus.
* Possess technically-related commercial acumen and skills including a strong understanding of public sector procurement processes and vendor management in the IT sector.
* An expert knowledge of data management, storage and integration technologies, architecture, development and support processes.
* A comprehensive understanding of software development tools and techniques and process improvement methodologies.
* Able to knowledgeably advise, collaborate and influence on approaches to systems integration, software development, APIs, API management, and data modelling
* A comprehensive understanding of Cyber Security practice, information security and risk.
* Well-developed interpersonal and influencing skills, able to build positive relationships with colleagues, customers and key stakeholders and effectively lead project teams.
* Leadership skills necessary to work collaboratively with and drive change across a broad community of stakeholders.
* Credibility to effectively engage professional colleagues, advisors, suppliers and stakeholders.
* Excellent verbal and written communicator with strong analytical, interpretation skills with the ability to talk and present to a range of audiences, sometimes acting as a translator between parties.
* Excellent problem-solving skills with a creative, innovative, and analytical mindset. Well proven ability to analyse and resolve operational problems and critical incidents under pressure.
* A passion for creating solutions with a positive attitude to change.
* Ability to create a high performing team in line with organisation’s core values.
* Ability to define and use management information reports to help lead decision making
* Well proven ability to take up multiple, complex projects and to lead through to the end by delivering clearly defined objectives

**Business Requirements**

* Work occasional additional hours in order to meet deadlines or service needs.
* Ability to appropriately administer and manage sensitive information.
* Flexible approach to workloads, work patterns and variety.

**Desirable Criteria**

**Qualifications**

* Project management qualification
* Software development qualification

**Experience**

* Experience of leading a data management and/or integration function in a Higher Education organisation.
* Experience of developing & leading transformational change in business process re-engineering
* Proven working experience with integrating SaaS platforms and services
* Proven working experience with relevant SaaS platforms such as MuleSoft, Dell Boomi, Snowflake

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)