

**University of Derby Job Description**

# **Job Summary**

## **Job Title : Head of Digital Applications and Data Management**

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

## **Location: Kedleston Road**

## **Reports To: Chief Digital Officer**

## **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. 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 Head of Digital Applications and Data Management provides strategic leadership, innovation and architecture for the University’s wide-ranging portfolio of core enterprise applications, data warehousing and business intelligence systems, identity management, all aligned professional systems, collaboration and social interaction systems, teaching and learning software and personal productivity tools (currently with contracts worth > £3.4 million).

The role holder will be key to ensuring the successful digitisation of the University, providing a modern, integrated platforms to support blended on-campus and online learning and teaching, research, administration, estate operations and commercial activity. They will use their creativity and understanding of higher education requirements and complex processes, together with expert knowledge of the applications market, modern data analytics and data management integration tools, technology trends and innovative architecture and development techniques to drive digital transformation for all students, staff and other stakeholders across the University.

The role holder will lead partnership working with strategic suppliers and senior colleagues across the University to create strategic approach to developing innovative digital solutions and projects to support digital transformation.

Developing strategic delivery frameworks and delivering on multiple concurrent, cross-University technology change projects to develop and streamline the ecosystem of systems and services while maintaining an overarching enterprise architecture are crucial to the role.

As a key member of the Digital Solutions & Services Senior Leadership Team, the role holder will create the vision for the University’s applications and data delivery base, advise and steer the University’s digital strategic direction, develop Digital Solutions & Services’ business and workforce plans and assume responsibility for the stewardship of key institutional budgets of a significant value. 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 thought leadership, expert guidance and creative solutions in digital applications, data management and business analytics systems, and software development, leading the University in the architecture, deployment and exploitation of digital technologies to enable digital transformation for the University, developing the Digital Strategy and enabling the goals of the Strategic Framework.
* Working in partnership with key senior stakeholders to steer an holistic approach to University’s investment in software and applications, creating a portfolio of programmes and projects to deliver an innovative, fit for purpose digital solutions ecosystem which supports the University’s digitisation goals and meets functional, process and data requirements.
* Leading business stakeholders and the teams to deliver the department’s strategic direction to move the majority of systems to cloud-based, SaaS provision.
* Planning and delivering a suite of modern interfaces to systems and services, developing the use of technologies such as mobile apps, chatbots and voice recognition.
* Co-creating, with Strategic Insights and Planning, the further development of the Business Analytics Strategy, creating a set of plans to deliver on the University’s data and analytics requirements for business and learning.
* Leading the University in an approach to re-engineering and automating business processes, utilising artificial intelligence, machine learning, robotic process engineering and other modern digital technologies where appropriate.
* Inspiring and enabling the University in its strategic exploitation of non-traditional and alternative solutions such as collaboration and social interaction systems and personal productivity tools.
* Steering key stakeholders in and individually creating and managing strategic partnerships and relationships with vendors and suppliers, seeking innovative solutions and obtaining institutional best value and controlling costs.
* Working with Change and Portfolio Management Office and Finance to develop funded project proposals and plans and managing resources to deliver transformational change, co-creating robust digital solution projects that align with business objectives/priorities, modernise and integrate with the technology architecture and operations and take into account resource availability.
* Leading and advising key stakeholders in process reviews and identification of gaps and overlaps in the portfolio, streamlining and automating for efficiency of process delivery to enhance user experience and reduce costs.
* Taking responsibility for technology performance, security and data risks, working closely with colleagues across Digital Solutions and Services.
* Taking overarching responsibility for the digital solutions, software and applications and data management budgets (currently >3.5 million), identifying commercially-sound, creative solutions which provide cost-reduction opportunities and leading the department and University in delivering on its operational and strategic capital investment financial commitments.
* Fostering a strong service mind-set across the Digital Solutions and Services department, championing thought leadership and partnership working with other University functions.
* Leading and guiding direct reports and managers in creating high-performing operating models and development and operational teams which meet agreed service levels and performance targets and innovate to provide creative solutions.
* Working with Change and Portfolio Management Office, working collaboratively to plan and develop robust project proposals that align with business objectives/priorities, integrate with the technology architecture and operational functions and take into account resource availability.
* 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, coach and supporter of the teams covered by the role, leading by example and creating a culture of innovation, enthusiasm and successful technology delivery.
* Supporting the development of the University’s digital provision and department through external engagement and benchmarking, identifying emerging digital solutions, application and software development technology trends and ensuring the University is leveraging them where appropriate
* Representation of Digital Solutions and Services on University Committees, project and working groups and external bodies.
* Promoting and exemplifying the University’s values and behaviours.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Relevant degree (or equivalent qualification) and extensive relevant knowledge gained through professional experience
* A relevant number of professional qualifications in an IT related discipline (eg Prince, Agile, TOGAF, ITIL)

#### **Experience**

* Demonstrable experience in the development of IT strategic direction in line with business strategy specifically in the area of innovative and non-traditional digital solutions and applications to deliver demonstrable digital transformation.
* Significant experience in a senior IT role in a comparable scale organisation, creating high level plans and leading multiple applications’ management, data delivery and development disciplines delivering digital innovation, data stewardship and process redesign and digitisation at scale in a comparable organisation.
* Substantial demonstrable/proven significant programme management skills, i.e. successful delivery of multiple large-scale, complex IT/change management programme (s) from inception to implementation in high-impact areas of provision.
* Experience of both leading and managing cross organisational change initiatives through internal and external partnerships and supplier engagement.
* Experience of developing & leading senior (non-IT) colleagues in transformational change in business process re-engineering and automation.
* 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 technical staff, creatively flexing the resource base appropriately to delivery on time-critical workloads.
* Proven track record of values-led stakeholder engagement and partnership.
* Proven experience of developing and creating meaningful local measures of success which deliver to institutional success measures.
* Demonstrable experience of 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 significant 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 improving internal communication methods and approaches to improve staff engagement and involvement

#### **Skills, knowledge & abilities**

* Ability to develop creative strategies and plans and innovate to leverage current and future digital trends to deliver digital transformation and support the University’s success at the broadest level.
* Possess strong business skills, commercial acumen and skills including an extensive understanding of public sector procurement processes, strategic IT vendor management and strategic partnership development and ability to manage multi-million pound contracts.
* Ability to effectively plan and change operating models across complex functional areas and delivery modes to meet changing business and technology requirements.
* An expert knowledge of application and system technologies, IT technical architecture, development and support processes and an ability to develop functional areas to implement these across a diverse technology base.
* Credibility to effectively engage with the University Senior Team and advise senior professional and academic colleagues, sector-leading suppliers and external stakeholders.
* Outstanding leadership, interpersonal and influencing skills, able to build meaningful relationships with colleagues and key senior stakeholders to work collaboratively to co-create strategies and plans which deliver demonstrable institutional change.
* Experience of embedding and exploiting Microsoft Office 365 technologies and tools in an application environment, at scale to deliver creative solutions and reduce cost.
* An in-depth technical knowledge of software development tools and techniques, integration technologies, and process improvement methodologies.
* A comprehensive understanding of Cyber Security practice, information security and risk.
* Excellent verbal and written communicator with strong analytical, interpretation skills with the ability to talk and present to a range of audiences, acting as a translator between parties.
* A passion for creating digital solutions with a positive attitude to change.
* Ability to lead high performing teams in line with organisation’s core values.
* Ability to define and use management information reports to help lead decision making

#### **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**

* Professional qualifications in an information security, IT security or cybersecurity related discipline (e.g. CISSP, CISMP, CIPM, CIPP/E)
* Process improvement qualifications (e.g Lean, Six Sigma)

**Experience**

* Experience of leading applications and data portfolio architecture, development, and delivery in a Higher Education environment
* Proven working experience in the delivery of SaaS platforms and services

**Skills, knowledge and abilities**

* Knowledge of digital learning technology practice and pedagogy, including the provision of content and technology for online programmes.

# **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)