MANCHESTER
1824

The University of Manchester

Candidate pack

Head - Identity and Access Management (IDAM)

IT Services
The University of Manchester

April 2023

As an equal opportunities employer, we welcome applicants from all sections of the community regardless of gender, ethnicity, disability or sexual orientation. As Black, Asian and minority ethnic candidates are currently under-represented at this level at the University, we would particularly welcome applications from individuals in minority ethnic groups. All appointments will be made on merit.

Thank you for your interest in this role at The University of Manchester.

The University has a rich heritage of discovery, social change and a pioneering spirit, which has been at the heart of what we do since 1824. When you join our university, you become part of a truly diverse and global community of staff, students and alumni all focused on ensuring that we are recognised for the excellence of our people, research, learning and innovation, and for the benefits we bring to society.

The University is a world-leading research and teaching institution with a wide range of IT systems and platforms, serving more than 75,000 stakeholders worldwide.

The Head of Identity and Access Management (IDAM), in conjunction with the Chief Information Security Officer (CISO), is responsible for the planning, building, delivery and support of the IDAM department and programme for the entire University and its international centres. This position will provide direction and guidance to the development, specifications and communications of the IDAM applications, services and architecture. The post holder will also provide in-depth technical consultancy to the University and IT executive management and assist in developing plans and direction for the integration of information security requirements. They will be a key member of the divisional leadership team, providing strategic direction, anticipating challenges, driving performance and building the capability required to ensure the security of new and existing IDAM services.

As a senior member of the IT divisional leadership team, we are looking for a professional who is values-led; who blends authentic, emotionally intelligent leadership with technical expertise; and has a proven ability to deliver strategic transformation within a large and complex organisation.

In such a multi-layered, multi-faceted and multi-stakeholder setting, your professional judgement, insight and ability to influence strategic direction will be key to your success.
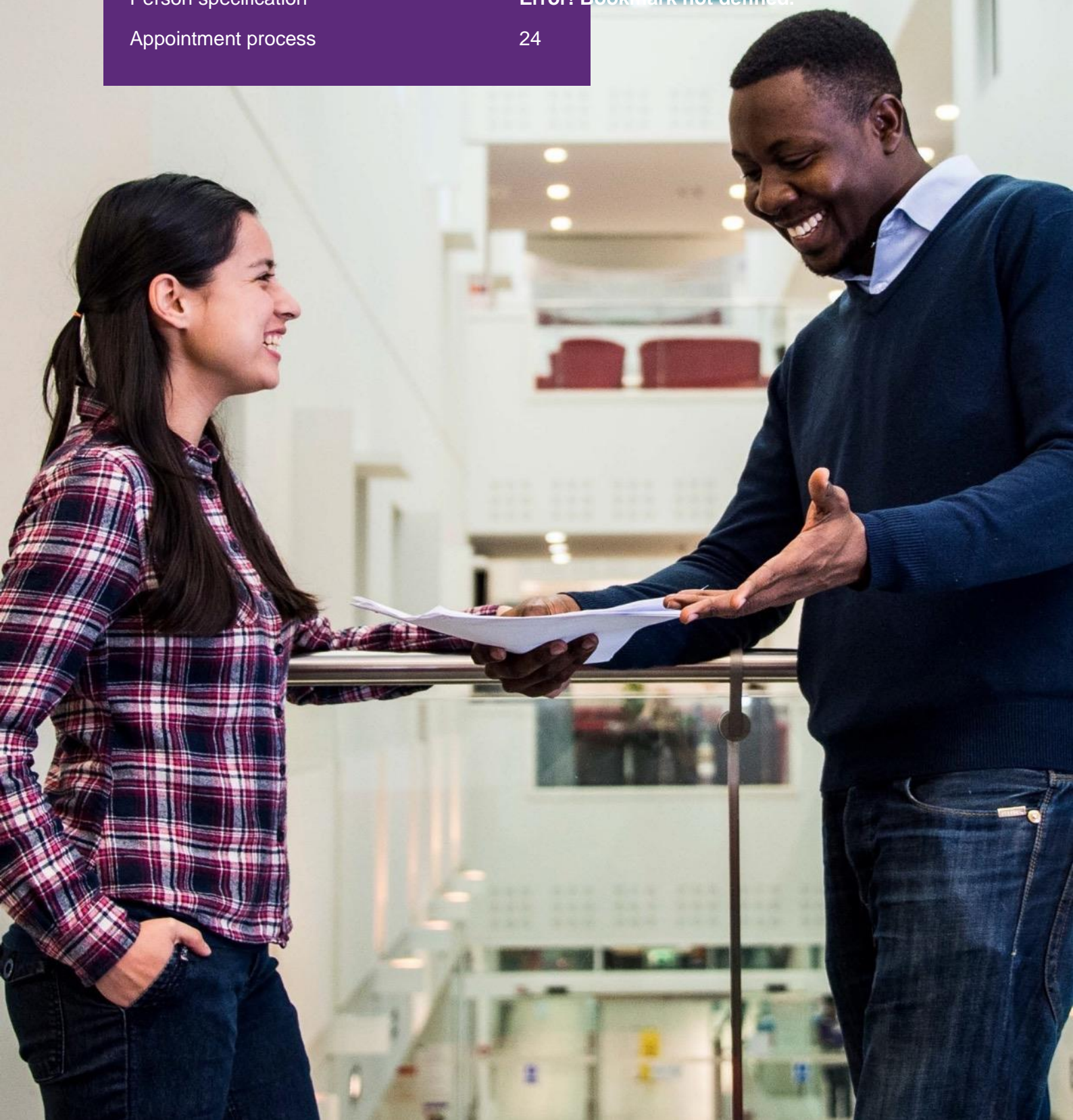
Best wishes,

PJ Hemmaway, Director of IT

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About The University of Manchester

The University of Manchester is a place where research has international impact, where students experience outstanding teaching and learning, transforming into employable graduates, and where all activity is enriched by a commitment to social responsibility and the benefits we bring to society and the environment.

Manchester was the first and most eminent of England's civic universities. Our rich heritage of discovery, social change and pioneering spirit remains at the heart of all we do. Today, we're part of the prestigious Russell Group of UK universities and one of the UK's largest single-site higher education institutions, with more than 44,000 students, 12,950 staff, and a significant ongoing capital investment programme.

The University's vision and strategic plan, *Our future*, has three core goals and four themes:

- Research and discovery
- Teaching and learning
- Social responsibility
- Our people, our values
- Innovation
- Civic engagement
- Global influence

Our future sets an ambitious agenda to build on our distinctive strengths over the next decade, with a commitment to make a difference to society.
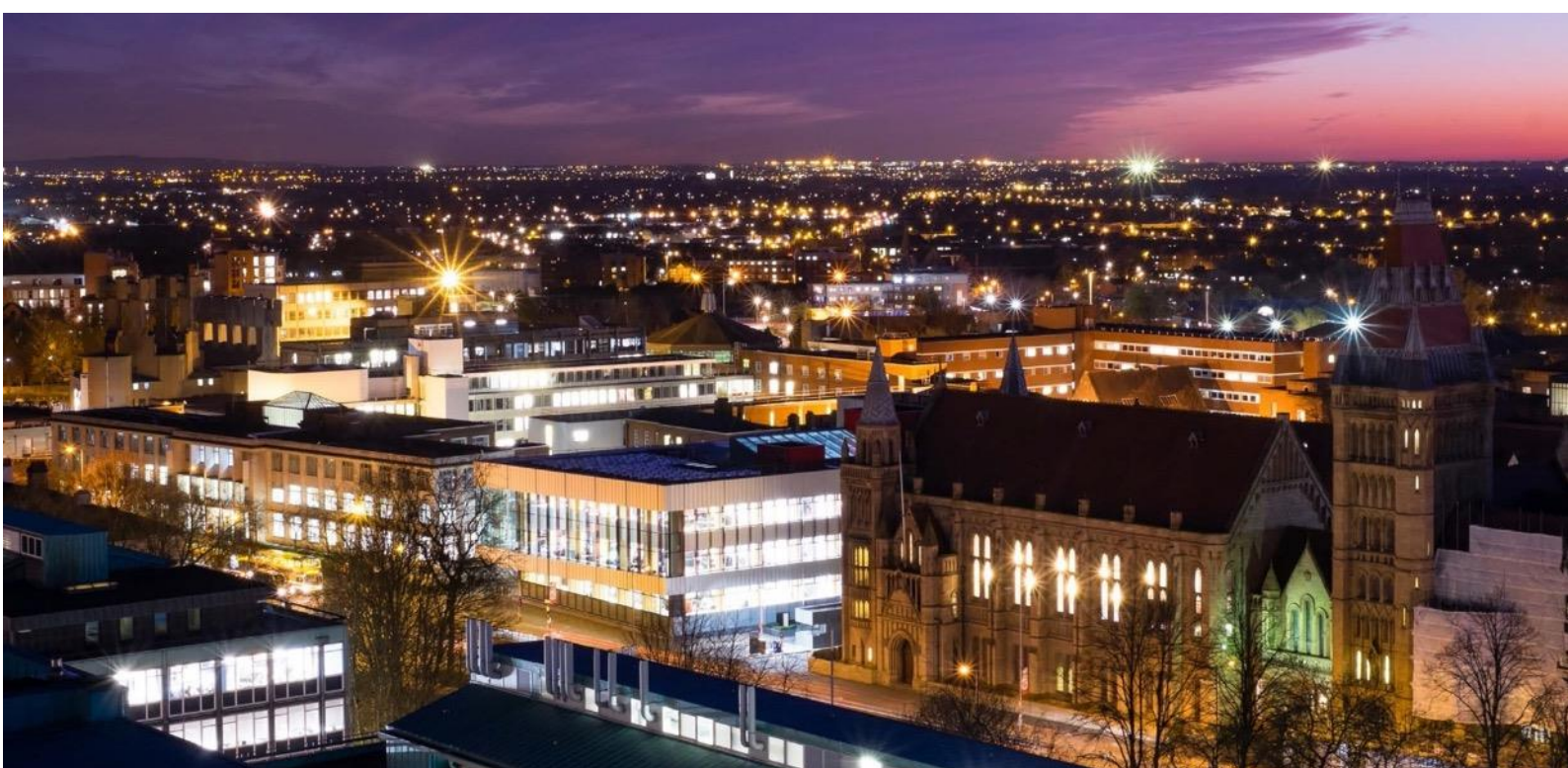
Leadership

President and Vice-Chancellor,
Professor Dame Nancy Rothwell

Deputy President and Deputy Vice-Chancellor, Professor Luke Georghiou

Registrar, Secretary and Chief Operating Officer,
Patrick Hackett

Vice-President for Research, Professor Colette Fagan

Vice-President for Teaching, Learning and Students,
Professor April McMahon

Vice-President for Social Responsibility,
Professor Nalin Thakkar

Vice-President and Dean of the Faculty of Science and Engineering, Professor Martin Schröder

Vice-President and Dean of the Faculty of Humanities,
Professor Keith Brown

Vice-President and Dean of the Faculty of Biology,
Medicine and Health, Professor Graham Lord

Chief Financial Officer, Carol Prokopyszyn

Director of People and Organisational Development,
Adèle MacKinlay

The senior officers are supported by a number of associate vice-presidents, who are responsible for leading on cross-cutting, thematic priorities. Our Chancellor Nazir Afzal OBE is the ceremonial head of the University and presides over meetings of the General Assembly and over degree congregations.

The Pro-Chancellor, Jim Hancock, deputises for the Chancellor and chairs the Nominations Committee.

Detailed biographies of the University's senior officers.

Governance
The University of Manchester's governance structure and constitution have been developed so that they hold true to the ethos, principles and requirements of good governance in higher education.

Governance is the responsibility of the following authoritative bodies:

Board of Governors
The Board of Governors is the University's governing body. Chaired by Philippa Hird, and with 23 (mostly Lay) members, it has ultimate responsibility for the University's overall strategic direction and for the management of its finances.

General Assembly
A two-way channel of communication through which the University presents its achievements to its broader constituencies and receives feedback and advice on matters relating to University business. It has around 100 members.

Senate
The University's principal academic authority. The Senate is responsible to the Board of Governors for the promotion of research and for monitoring standards in teaching.

Structure

The University of Manchester is divided into three Faculties, each of which comprises a number of Schools with powerful reputations for teaching and research success.

The University's size and scale means it can offer unparalleled opportunities for interdisciplinary ventures and collaborative working, enabling both academics and students to achieve great things.

The Faculty of Biology, Medicine and Health
Comprising the Schools of: Biological Sciences; Medical Sciences; and Health Sciences.

The Faculty of Science and Engineering
Comprising the Schools of: Natural Sciences; and Engineering.

The Faculty of Humanities
Comprising the Schools of: Arts, Languages and Cultures; Environment, Education and Development; Social Sciences; and the Alliance Manchester Business School.

Further information on the University's Faculties and Schools.

Global rankings and reputation

The University of Manchester is a truly global institution, with a reputation for education and innovation that resonates across the world. Current global rankings place Manchester as the 28th best university in the world and 6th in the UK (QS University World Rankings, 2023). We also consistently rank within the top ten universities in the world for social and environmental impact (Times Higher Education Impact Rankings).

International businesses, charities, governments and universities turn to Manchester for its expertise – from leading the European renaissance in industrial biotechnology to broadening access to cancer services in India, helping more than 5,000 children with leukaemia receive treatment.

We have a rich history of attracting brilliant minds to the University, with 25 Nobel laureates among our current and former staff and students, including Ernest Rutherford, Arthur Lewis, and most recently, Andre Geim and Kostya Novoselov.

More than 170 student nationalities come together on campus, making Manchester one of the world's most international universities.

Learn more about our rankings and reputation.

The University estate

The University's campus is one of the largest estates in UK higher education, with 229 buildings across 270 hectares.

In 2012 the University embarked on a £1 billion, 10-year plan to create a world-class campus for students and staff, which included refurbishing existing buildings and brand new constructions. The majority of these landmark projects have been completed, including the Whitworth, the Manchester Cancer Research Centre, and the National Graphene Institute, which have received or been shortlisted for major awards.

In 2021 we completed construction of the Manchester Engineering Campus Development (MECD), the largest home for engineering in any UK university.

Looking ahead, we are embarking on a joint venture with Bruntwood SciTech to establish Innovation District Manchester (IDM). The new £1.5 billion innovation district will transform our north campus and will be a focal point for collaboration, innovation and commercialisation in the region.

More information on the Campus Masterplan.

Research and innovation

Research is at the heart of our heritage, our present and our vision for the future. Our discoveries have shaped the world today, from the development of the first stored-program computer to the establishment of modern economic theory.

Our place as one of the UK's top research universities was confirmed in the results of the 2021 Research Excellence Framework (REF), where 93% of our research activity was judged to be 'world-leading' (4*) or 'internationally excellent'. In 2020/21 the University attracted more than £300m of external research funding, including the greatest amount of UK Research and Innovation funding awarded to any institution in the UK.

The University of Manchester's research has real-world impact beyond academia. We are at the forefront of the search for solutions to some of the world's most pressing problems, seeking to be a global force for positive change. Our five research beacons – advanced materials, biotechnology, cancer, energy, and global inequalities – showcase examples of our interdisciplinary approach to solving the world's biggest challenges, from eradicating poverty to ensuring energy supply for future generations.

We maximise research impact through external funding, licensing, supporting enterprise, and partnering with other organisations. For example, the Royce Institute, based at Manchester and funded by government and industry, is the UK's national centre for research and innovation of advanced materials. In partnership with other Russell Group universities, UKAEA and NNL, it seeks to benefit UK industry by advancing its capability and competitiveness in this area.

Innovation also features strongly at Manchester, and it is our ambition to be recognised as Europe's most innovative university. Our history of intellectual property commercialisation spans more than 25 years, during which time we have generated more than 100 spin-out companies. Since 2004 our commercialisation activities have contributed £868 million of economic impact. Of this, £466 million has come from third-party investment in University spin-out companies, and £401.8 million of gross value added (GVA) from sales and jobs created by IP licensing and spin-out activities.

The launch of the University's Innovation Factory and our role as a founding partner of the investment company Northern Gritstone will be integral to the continued commercialisation of university spinouts and helping our local and regional economies to build back better.

Learn more about our research.

Teaching and learning

The University of Manchester is committed to delivering an outstanding and transformative education, giving learners of all ages and backgrounds the chance to contribute to positive change, improving their lives and those of others. Our academic offering is rigorous, geared towards future employability, and makes use of innovative teaching methods in a high-tech learning environment.

Expert teaching is underpinned by internationally significant research and strong industrial links. All courses are multidisciplinary, flexible and unit-based, which allows students to tailor their learning to their personal interests and career ambitions.

Our future set the direction of travel towards lifelong and flexible learning, which will provide a greater degree of choice over how students learn and prepare graduates for work in an increasingly digital world. In the past year, we have engaged extensively with students and colleagues to develop our Flexible Learning Strategy and co-create plans that will enable, rather than enforce, change, and deliver accessible, inclusive teaching.

Student employability is a key priority and we are the most targeted university by top graduate employers (*High Fliers Research*). Skills development is built into all degree programmes, and further personal and professional development opportunities are available.

We encourage all our students to participate in Stellify, a select package of activities containing some of Manchester's most exciting and transformative student experiences, helping them develop the distinctive attributes to become socially responsible citizens and future leaders.

Stellify activities include tackling ethical grand challenges relating to equality, sustainability and social justice in the modern world; studying optional interdisciplinary and international course units incorporating world-leading research; making a difference via community volunteering and developing key skills through leadership roles and work experience.

More information on the University's approach to teaching and learning.

Social responsibility

More than a decade ago, we became the first British university to set social responsibility as a core goal. We were keen to reaffirm this in our new strategic plan, placing an even greater emphasis on environmental sustainability.

We are recognised as one of the top ten universities in the world in the *Times Higher Education* Impact Rankings, which rates institutions on their contributions to the United Nations' Sustainable Development Goals. This fantastic achievement epitomises everything we stand for and recognises all we have achieved together, delivering benefits for the good of society and transforming lives for the better.

To encourage students to become socially responsible citizens, the University offers every undergraduate the opportunity to work together across disciplines to confront a new ethical grand challenge in each year of their study. Staff are able to commit to make a difference through 50,000 Actions, the biggest sustainability initiative for staff at UK universities.

The University proactively addresses inequalities by ensuring its knowledge, expertise and activities help to create a fairer Greater Manchester. For example, the Manchester Access Programme has supported thousands of local students from under-represented backgrounds to study for a degree and progress into valuable professions such as medicine, teaching and law. The University is also leading an independent Inclusive Growth Analysis Unit in partnership with the Joseph Rowntree Foundation to help make poverty reduction central to processes of growth and devolution in the city region.

As a civic university, Manchester contributes to the expansion of educational, social and cultural opportunities in the city and beyond. We invest more than £15 million annually in financial support for students from disadvantaged backgrounds, while more than 1,250 of our staff and alumni – more than at any other university – have volunteered their time and skills as school governors at local state schools. Elsewhere in the community, our unique employment partnership The Works has supported more than 4,000 local people into work.

Our work on social responsibility has global reach and impact. Equity and Merit Scholarships assist talented master's students from developing countries in Sub-Saharan Africa to access study programmes and use this knowledge to contribute to sustainable development initiatives in their home countries. Manchester's Global Development Institute is the largest dedicated development research and teaching institute in Europe.

Closer to home, our unique cultural institutions – the Whitworth, the John Rylands Research Institute and Library, Manchester Museum and Jodrell Bank Discovery Centre – are engaging audiences through their diverse collections, events, exhibitions, partnerships and inspirational spaces.

Learn more about the University's commitment to social responsibility.

Equality, diversity and inclusion

The Directorate of Equality, Diversity and Inclusion (EDI) works with students, staff and the wider University community to set a new direction for EDI at our University.

The Directorate is also responsible for putting into practice the commitments outlined in our action plan to address EDI issues.

IT Services overview

IT supports the University by delivering technology-based services for research, teaching and learning, with sustainability and environmental considerations at the heart of what we do.

Being one of the largest Directorates at the University, we strive to deliver quality services for all staff, students and researchers.

Our focus

The *IT Services Strategic Plan* sets out priorities over the next three years that address the needs of staff, students and partners by focusing on a series of changes across people, processes and technology. By 2024 we will have a new operating model, clearly defined services and an excellent experience for all who interact with us.

We have already undertaken significant work to reassert our purpose, how we want to work and what that means for us and for those that use our services.

A vision for how we will work

- We will be trusted for our excellence in delivery.
- Our services will be clearly defined, well understood and accessible.
- Our staff will be empowered, encouraged to innovate and develop their skills.
- We'll collaborate with each other and with our partners in and beyond the University.
- We'll place our users at the heart of everything we do.
- We'll strive to build a diverse and inclusive values-based culture and environment where everyone is respected, supported and included.

Our key goals

Our new operating model and transformation will be driven by eight goals:

1. Supportive: We'll support, empower and develop our staff.
2. Specialised: We'll grow our support of specialist IT.
3. Engaging: We'll make it easier to get help.
4. Open: We'll improve University data.
5. Collaborative: We'll work with partners, inside and outside the University.
6. Simple: We'll simplify our enterprise IT.
7. Consistent: We'll clarify how we manage our workload and cost.
8. Secure: We'll mature our approach to identity and security.

People first

An important enabler of our strategic plan is our work around People and Culture.

We want to build and develop an inclusive values-based culture within IT Services that puts our people at the heart of what we do – our staff, our service users and our partners. Although technology is important it will be through the engagement, development and empowerment of our people that we will meet our goals and ultimately deliver for the University.

Our People and Culture Plan demonstrates commitment to driving forward positive change – it has five focus areas:

Inclusive Values-based Culture: To build and nurture a diverse and inclusive culture where staff at all levels live our values and feel safe to be themselves.

Effective Leadership and Management: To develop effective, trusted, supportive and accountable leadership at all levels of the organisation.

Positive Engagement and Community: To enable an engaged and motivated workforce that has a strong employee voice and works collaboratively across the wider IT community and beyond.

Recognised Performance and Development: To drive an accountable culture of high performance and continuous skills development where staff are recognised for their efforts.

Prioritised Wellbeing: To make time to prioritise physical and mental health of our staff at all levels and enable through focus on compassion and support.

IT Services staff have contributed to the development of the *IT Services Practice Charter* – a collection of statements that set out how we will live and breathe the University's values.

IT Services Practice Charter

Bringing our University's values to life

1 We see one another as people and take the time to become aware of the needs of our colleagues: with empathy, we build strong connections by taking care with the words we use and how we use them.

2 We share responsibility to seek and provide feedback: we collectively create a safe environment where contributions and constructive challenges are listened to and valued.

3 We are curious to learn: we improve by reflecting upon both our successes and our mistakes, we feel this honesty and transparency is a strength not a weakness.

4 We all have untapped potential: by working to devolve decision making and create opportunity to experiment, we share ideas and knowledge across functions and levels.

5 We cannot know where conversations or relationships will lead as not everything that matters is tangible or quantifiable: we value the insights and knowledge that come from our connection with one another as much as the things we deliver together.

6 We believe everyone does better when we can see the bigger picture: we are at our best when we can feel connected to one another, can give and receive help and appreciate the efforts of others.

7 We value inputs from colleagues: we are open to ideas and receptive to suggestions or concerns, we work to keep communication and engagement channels open.

Our structure

The Directorate of IT Services is currently made up of five areas, however this will soon be expanding to seven divisions as listed below.

- Applications, Data and Strategy
- Information Security, Identity and Access Management (headed up by the new position of Chief Information Security Officer)
- Directorate Services
- Research IT
- Service Management
- Teaching, Learning and Students IT
- Technology

Each division will be led by a senior IT leader, which together with representation from The Library, form the IT Executive Team.

Partnership and engagement

IT Services has relationships with numerous different groups of stakeholders within the University, supporting their needs and objectives, along with overall business outcomes. We partner with:

- Our service users

  We manage a range of service channels, providing access to our services and making them easy to access, understand and use. We also manage two-way communications relating to our services, offering and collecting information on service availability, performance and satisfaction.

- Our service owners

  We work closely with key individuals and groups who provide oversight and steer on the future direction of specific products and services ITS offer, prioritising improvements and agreeing changes.

- Our strategic business partners

  We provide individual business partners as points of contact for senior stakeholders across the University, ensuring that issues and decisions that impact their areas of interest can be discussed and agreed.

- The Strategic Change Office

  We collaborate closely with the University's Strategic Change Office (SCO), supporting them in defining, prioritising and delivering programmes of strategic business change and any resulting change to our portfolio of products and services.

Role specification

The University of Manchester is seeking to appoint an outstanding individual to the position of Head of Security Architecture and Engineering. He/she/they will be a key member of the IT divisional leadership team.

Reports to: Chief Information Security Officer (CISO)

Overall purpose of the job

The Head of Identity and Access Management (IDAM), in conjunction with the Chief Information Security Officer (CISO), is responsible for the planning, building, delivery and support of the IDAM department and programme for the entire University and its international centres. This position will provide direction and guidance to the development, specifications and communications of the IDAM applications, services and architecture. The post holder will also provide in-depth technical consultancy to the University and IT executive management and assist in developing plans and direction for the integration of information security requirements. They will be a key member of the divisional leadership team, providing strategic direction, anticipating challenges, driving performance and building the capability required to ensure the security of new and existing IDAM services.

The Head - IDAM is accountable for the day-to-day operations of the IDAM department. These duties include resource planning; scheduling work; monitoring progress against timescales; anticipating and avoiding potential incidents; and responding to issues and requests raised by stakeholders.

The Head – IDAM is accountable for the optimal performance of the team. The post holder will ensure their department is motivated, clear on their objectives, focused on continuous improvement and empowered to find creative solutions that will add value to the service.

Key responsibilities, accountabilities and duties

Policy, guidance and assurance

- Guides, encourages, leads and develops colleagues in the disciplines of information assurance and risk management. Supports employees to understand their role in the security of data and information.

- Assesses legal and best practice issues related to identity and access management. Identifies the broader impact of current decisions related to user access, data access and information security.

- Identifies and evaluates complex business and technology risks, internal controls that mitigate risks, and related opportunities for internal control improvement.

- Contributes to the development, implementation and monitoring of organisational IDAM policies and processes intended to maintain the availability, integrity and confidentiality of the organisation's information assets.

- Ensures that the policy and standards for IDAM are fit for purpose, current and are correctly implemented.

- In collaboration Cyber Security Operations, analyses results of investigations into access and security violations, paying particular attention to those that are complex or highly sensitive in nature to determine whether standards are fit for purpose, are current and are correctly implemented.

- Develops policies, standards, processes and guidelines for ensuring the security of automated IDAM systems. Develops implementation approach, taking account of current best practice, legislation and regulation.

Operational delivery

- Provides technical management of the IDAM department ensuring that agreed service levels are met and all relevant policies and procedures are adhered to.

- Manages the deployment of operational processes, procedures and tools for effective continuous monitoring and management of IDAM service performance against business/ financial goals and performance targets.

- Determines appropriate and practical performance measures to ensure that information assurance priorities set by the business can be effectively monitored.

- In the context of business continuity, assesses protection, detection and reaction capabilities to determine whether they are sufficient to support restoration of access management systems in a secure manner.

- Develops effective implementation and procurement strategies consistent with specified requirements, architectures and constraints of performance and feasibility.

- Represents the technology perspective on a strategic level, supported by experienced Technical Leads, team SMEs and IT Architects. Evaluates existing and emerging technologies and tools in the selection of an IDAM service offering for the University.

- Ensures that procedures are in place for investigation of system access enquiries referred by support staff and for handling all enquiries relating to information security and contingency planning. Authorises implementation of procedures to satisfy new access requirements or provide effective interfaces between users and service providers.

- Authorises and initiates the provision of training, guidance and support to IDAM administrators and analysts in all aspects of IDAM policy, control and technical development/maintenance.

Design and development

- Facilitates the use of technology-based tools or methodologies to review, design and/or implement products and services to provide a strong IDAM service that

balances access with compliance and confidentiality.

- Advises IDAM system development teams on the impact of design options and the selection of appropriate IDAM systems design lifecycle models, whether predictive (plan-driven) approaches or more adaptive (iterative/agile) approaches.

- Reviews new business proposals and planned technical changes and provides specialist guidance on identity and access issues and implications, supported by experienced Technical Leads and team SMEs. Envisions business outcomes and facilitates alignment with them.

- Ensures action is taken related to the development of new or revised processes relating to access to IT environments, systems, products or services. Embeds continual improvement in access and risk management including, e.g. record creation and management; user documentation; and IDAM awareness resources.

Line management responsibilities, accountabilities and duties

- Manages, supports and guides the work of groups of staff in line with organisational strategy.

- Allocates responsibilities and assigns packages of work to groups of staff. Ensures that work packages are aligned with the particular skills and abilities of teams. Supports teams in the delivery of work packages. Delegates work to individuals and teams, taking full account of skills and capabilities.

- Integrates staff into teams to perform packages of work, taking account of individual and team capabilities. Considers the importance of skill mix within teams and is sensitive towards team dynamics.

- Optimises the performance of people, measuring and reporting on performance against agreed quality and performance criteria. Collects data on the performance of groups of staff. Gives regular feedback to teams and individuals on performance against agreed work.

- Conducts formal appraisals of the performance of team members. Facilitates a dialogue with team members about expectations, progress, performance and development needs. Participates, as appropriate, in formal processes such as compensation negotiations, grievance procedures, and disciplinary procedures.

- Facilitates effective working relationships within and between teams of staff to ensure high levels of cross-team collaboration. Motivates groups of staff and teams towards a high level of performance. Engages with and empowers groups of staff.

- Promotes and communicates the IT Services Practice Charter and University values, ensuring that these are embedded within the team and are used to make value-based decisions. Acts as a role model for groups of staff, setting a standard, acting professionally at all times and working to a professional code of conduct and ethics.

- Advises individuals on career paths and encourages pro-active development of skills and capabilities. Provides coaching and mentoring to support professional

development.

- Manages probationary periods, setting out the requirements of the job, monitoring progress (e.g., regular meetings) and reacting to variances from expectations, organising training and development as required within appropriate timescales.

- Manages teams involved in significant transformation projects and/or during times of change, aligning change programmes with staff skills and capabilities. Supports staff, through difficult and challenging change programmes.

IT Services responsibilities, accountabilities and duties

- You will be expected to demonstrate a commitment to the IT Services Practice Charter and the University's values. The University of Manchester values a diverse workforce and welcomes applications from all sections of the community.

- You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

Person specification

Experience/education/qualification background:	• Significant experience of leading and managing a team, as well as, developing and sustaining a high-performance culture. • Significant experience of building and operating an IDAM and/or security service. • Extensive knowledge of and experience with IDAM tools and principles [e.g. SSO; Federation technologies; MFA; LDAP; Identity lifecycle management (Commercial Identity Management Products); Authentication and Authorisation systems (Directory Services); Risk-based authentication; Identity governance and administration (IGA)]. • Demonstrable experience of providing technical leadership on strategic, large/complex security and/or identity and access management projects. • Proven ability to work effectively with key stakeholders to understand business and technical requirements, manage expectations and keep them apprised of progress. • Ability to drive standards and uphold best practice and policies with respect to IDAM.

	• Experience of Privilege Access Management and Cloud infrastructure entitlement management. Desirable qualifications: ITIL V4, CIMP, CIAM, CIST, CAMS, CDP

Competency (Professional, technical or behavioural)	Level	Essential	Desirable
Inclusive leadership: Able to encourage and inspire others to act inclusively; to engage and value the diversity of thought and background within and beyond their teams; and practice an inclusive approach.	Expected behaviour	X	
Operations management: Methods, techniques and tools for planning, organising, resourcing, directing, co-ordinating and monitoring ongoing (non-project) activities.	Proficient in	X	
Service level agreements: The purpose and composition of a service level agreement (SLA); the relationship between an SLA, an OLA (Operational Level Agreement) and an underpinning contract for the supply of services.	Proficient in	X	
IT environment: The IT environment relating to own sphere of work, in particular own organisation's technical platforms and those that interface to them through the specialism, including those in closely related organisations (i.e. identity and access management).	Proficient in	X	
Performance monitoring: Identifying, agreeing and monitoring objectives and deliverables with individuals. Identifying underperformance issues against agreed quality standards and performance criteria. Identifying gaps in capability and causes, disciplinary or ability-related (needing assistance, training or other support).	Proficient in	X	
Corporate, industry and professional standards: Applying standards, practices, codes, and assessment and certification programmes relevant to the IT industry and the specific organisation or business domain	Proficient in	X	

(e.g. identity and access management, web security standards and best practices, etc.).			
Service delivery economics: The economics of service delivery, such as the cost per service line in terms of hardware, software, and manpower used to deliver the service.	Familiar with	X	

Appointment details

SALARY	Competitive (University pay scale Grade 8)
PENSION SCHEME	USS: Universities Superannuation Scheme: 9.8% employee contribution rates 21.4% employer contribution rates
HOURS OF WORK	Standard week: 35 hours; all staff are expected to work such hours as necessary for the proper discharge of the duties
ANNUAL LEAVE	29 days annual leave plus 4 closure days plus 8 bank holidays
PROBATION	9 calendar months' probation period, 1 calendar month notice during this period
NOTICE PERIOD	3 calendar months by employees 3 calendar months by the University
SICK PAY SUBJECT TO FOLLOWING CORRECT NOTIFICATION PROCEDURES	0 to 3 months service: 1 month full pay 3 to 12 months service: 2 months full pay and then 2 months half pay 1 to 3 years' service: 3 months full pay and then 3 months half pay 3 + years' service: 6 months full pay and then 6 months half pay
LONG SERVICE AWARDS	For staff reaching 25 or 40 years of continuous service, £400 vouchers (shopping/holiday/leisure) or 5 days annual leave (pro rata for part-time staff)

Appointment process

Hays Technology is acting as an employment advisor to the University of Manchester. An executive search process is being carried out by Hays Technology in addition to the public advertisement.

How to apply:

Please submit a formal application via our dedicated recruitment microsite using the link below. You will be required to submit an up-to-date CV and covering letter, detailing why you feel you are a suitable candidate for the post, your motivations for applying and why you want to work for the University of Manchester.

Recruitment microsite: https://microcontrib.hays.com/web/manchester-university/

Should you wish to discuss the role in strict confidence, please contact Mark Hamilton on +44 (0)7738 200 923 or mark.hamilton@hays.com

The closing date for applications is **noon on Thursday 4th May 2023.**

Equal opportunities:

As an equal opportunities employer we welcome applicants from all sections of the community regardless of gender, ethnicity, disability or sexual orientation. As Black, Asian and minority ethnic candidates are currently under-represented at this level at the University, we would particularly welcome applications from individuals in minority ethnic groups. All appointments will be made on merit.

Our University is positive about hybrid and flexible working. Blended working arrangements may be considered.

All candidates applying for the role will be required to complete an Equal Opportunities Monitoring Form. This will assist us in monitoring selection decisions to assess whether equality of opportunity is being achieved. Information collated from the Equal Opportunities Monitoring Form will not be used as part of the selection process and will be treated as strictly confidential.

Personal data:

In line with GDPR, we ask that you do not send us any information that can identify children or any of your sensitive personal data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sex life and sexual orientation, genetic and/or biometric data) in your CV and application documentation.

Following this notice, any inclusion of your sensitive personal data in your CV or application documentation will be understood by us as your express consent to process this information. Please also remember not to mention anyone's information or details (such as referees) who have not previously agreed to their inclusion.

www.manchester.ac.uk