# OUR ROLE

**Executive Director of**

**Digital and Technical Services**

Level: University Executive Board Reporting to: Pro Vice-Chancellor (Digital Transformation)

Direct Report: Management of the Senior Digital and Technical Team

**Key responsibilities:**

* Working with the Director of Transformation, develop the Digital and Technical Services business plan, identifying key strategic projects of which it will be a major contributor which support the Strategic Plan, Strategic Priorities and the achievement of the University KPIs.
* Develop and deliver service level arrangements for service provision across the University, ensuring that resources are appropriately deployed for maximum organisational impact and ensuring that

the University receives a first-class digital experience,

with positive working relationships with all key stakeholders.

* Provide leadership and management of Digital and Technical Services Senior Management Team and wider department, to ensure that all staff are actively contributing to university priorities and delivering

a first-class service provision, capitalising on the

effective use of evolving technologies.

* Ensure that the centralised Technical Services team provide first class technical instruction and support, as required by the academic areas of the University, to ensure that they enhance learning and teaching metrics and the delivery of the Schools Five Year Business Plans.
* Ensure the University’s data is secured effectively, and robust systems and processes are in place related to cyber-security to ensure that any risk of malevolent cyber activity is minimised.
* Ensure that the University’s approach to business intelligence and business analytics is supported through the provision of digital infrastructure and expertise development.
* Develop across the University, the level of digital skills of staff, to ensure that skills and expertise develops, as technology develops
* As a member of the University’s Executive Board and Senior Leadership Team to champion, inform and exchange best practice in order to develop the University’s use of technology in order to deliver the Strategic Plan, Strategic Priorities and Key Performance Indicators.
* Deliver the Digital and Technical Services business plan, identifying key strategic projects of which it will be a major contributor which support the Strategic Plan, Strategic Priorities and the achievement of the University KPIs.
* Implement, monitor, and evaluate service level arrangements for service provision across the University, ensuring that resources are appropriately deployed for maximum organisational impact and ensuring that the University receives a first-class digital experience, with positive working relationships with all key stakeholders, including the student community.
* Lead and manage the Digital and Technical Services Senior Management Team and wider department, to ensure that all staff are actively contributing to university priorities and delivering a first-class service provision, and developing a positive employment culture, whereby the service attracts, grows and retains talent.
* To realise operational efficiencies of the Digital

and Technical Service through effective resource management, evaluation of service impact, process redesign and implementation of change initiatives to achieve improvements in overall service quality and value for money to stakeholders.

* Develop and manage the delivery of the University’s strategic technology framework and plan, which

will include accountability for all architecture and technology roadmaps and documents in accordance with agreed standards

* Lead the centralised Technical Services team to provide appropriate technical instruction and support, in a

cost-effective way for the academic schools positively impacting on learning and teaching metrics and the delivery of the Schools Five Year Business Plans.

* Lead and manage the University’s approach to cybersecurity, ensuring that the University’s digital infrastructure and data is secured effectively whilst not compromising the efficient digital operations of the University.
* Lead and manage any critical incidents or emergencies that occur relating to digital infrastructure or cyber security, supported by the Business Risk Manager

and ensure that business continuity arrangements are updated to ensure that the scale of impact is mitigated.

* Support the University’s approach to business intelligence and business analytics through the deployment of appropriate technology, the development of this technology and through the development of staffs digital skills.
* Ensure that all corporate digital systems are

appropriately supported and as architect of such infrastructure provide direction on the sources of data to be used in business intelligence and how this may be extracted and linked to other data sources.

* As a member of the University’s Executive Board and Senior Leadership Team, champion and promote the opportunities that technology presents, including the feasibility of change and its impact. As a member of these teams, to contribute fully to collaborative inquiry, dialogue, engagement, development, and action on issues of strategic and operational importance to the University.
* Work collaboratively with the Director of Estates and Campus Services and the Director of Transformation to ensure that the strategic digital developments are successfully delivered to achieve the Estates Masterplan
* Develop and foster strong working relationships with internal stakeholders to ensure that digital and technology support service requirements are

effectively delivered and support Schools and Services in the delivery of their business operations

* Responsibility for the management of the digital and technology hardware and software procurement, ensure the effective management of external suppliers, contractors and vendors, building strategic relationships to ensure high quality provision and value for money.
* Build and ensure a high performing outcome led culture within the service with a clear focus on the attraction and retention of talent, effective staff performance management, a commitment to support professional and personal development and alignment with the University’s Values.
* To ensure that relevant digital and technology governance arrangements, supported by related policies, are developed, managed and enforced and any compliance issues are resolved or appropriately escalated to the University’s Executive Board.
* To build active networks with peers across and beyond the HE sector and represent the University in relevant professional bodies both regionally, nationally and internationally.
* To undertake appropriate professional development and mandatory training activities as identified or required (See Professional Development section).
* The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University’s Environmental Sustainability Policy

# YOUR PROFILE

**Experience, Skills, Abilities & Behaviours:**

* Good First Degree, together with Higher Degree or equivalent
* A thorough understanding of Higher Education, including policy, politics, debates, environment and future direction at a national and regional level.
* A thorough understanding of Digital & Technical Services operations, including, but not limited to, digital solutions, cyber security, technical services and support, digital architecture, networks and infrastructure, and digital campus support
* Knowledge and experience of evolving digital technologies, their impact on academic and/or professional services delivery and identification of commercial or experiential advantages that can be leveraged
* Strong analytical skills with both quantitative and qualitative data, coupled with the ability to understand themes and identify key messages from complex data sets
* An experienced and credible senior leader, comfortable operating in high profile, uncertain environments
* A strong track record of leading teams to deliver tangible outcomes and services for end users.
* Excellent communication and influencing skills with

outstanding stakeholder management skills and the ability to forge strong working relationships, both internally and externally, at a very senior and Executive Board level.

* Strong leadership qualities and skills appropriate to a senior management position including the

management, development and motivation of both teams and individuals to inspire and secure high performance.

* Strongly self-motivated bringing gravitas, credibility, energy, resilience and commitment.
* High level communication skills both oral and written with and ability to act as a representative of a themed area and the University more broadly, in a wide range of situations, both internally and externally, nationally and internationally.
* Proven networking and interpersonal skills, with the capability to be an effective, persuasive and

credible ambassador for the University, nationally and internationally.

* Ability to work at pace, think differently, solution focused and manage risk.
* A positive ‘can do’ attitude and approach and the ability to work at pace.
* Proven aptitude for developing effective and inclusive professional working relationships with a diverse board, and with a core senior management team
* Personal Qualities:
* Integrity, sound acumen and judgement, and a strong belief in the public good delivered by higher education.
* Commitment to Staffordshire University’s strategic objectives and values, including the promotion of equality, diversity and inclusion.
* An esteemed track-record and the capability to lead a high performing, diverse team.
* Capacity for high-level, strategic thinking, combined with an ability to ensure the effective delivery of the University’s goals and objectives.
* Sound financial acumen and judgement with an

appropriate appetite for risk.

* Personally stable, unflappable, sense of perspective, ability to lead situations characterised by ambiguity, uncertainty and tension.
* A leadership style that encourages a culture of openness, transparency and empowerment throughout the University

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