Job Description

Job title	Head of Infrastructure
School / department	IT Services
Grade	8
Line manager	Director of IT Services
Responsible for (direct reports)	IT Engineering Manager and Solution Architect
Date of creation	06/05/2025

Main purpose of the job

The role sits within the IT Infrastructure team and the post holder is expected to have a good understanding across a broad range of IT disciplines, although likely to specialise in one or more areas of expertise such as, but not limed to, server and storage, networking & telephony, desktop workstations, applications and audio visual.

Providing an excellent experience for both staff and students the role holder will work closely with the Service Desk and other specific service areas in a 3rd/4th line support capacity. The role holder will also contribute to the design, implementation and ongoing maintenance and monitoring of the University IT Infrastructure both on premise and in the cloud.

The team is responsible for the smooth running of all IT Infrastructure and contribute to ongoing continual service improvement

Autonomy

Has authority and responsibility for all aspects of a significant area of work, including strategic policy formation & application and technical, financial and quality aspects. Is fully accountable for actions taken and decisions made, both by self and subordinates.

Influence

Makes decisions critical to organisational success. Influences developments within the IT industry at the highest levels. Advances the knowledge and/or exploitation of IT within one or more organisations.
Develops long-term strategic and influential relationships with customers, partners, industry leaders and government. This role is expected to be a role model to others across the department.

Complexity

Leads on the formulation and implementation of strategy. Applies the highest level of management and leadership skills. Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.

Business Skills

Has a full range of strategic management and leadership skills. Understands, explains and presents complex technical ideas to both technical and non-technical audiences at all levels up to the highest in a persuasive and convincing manner. Has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses and other organisations that employ IT. Communicates the potential impact of emerging technologies on organisations and individuals and assesses the risks of using or not using such technologies. Assesses the impact of legislation and actively promotes compliance.

Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in IT.

Key areas of responsibility

SERVICE MANAGEMENT

Takes accountability of a number of significant service areas to deliver a professional service including:

- Sets strategy for a significant area of responsibility in support or the University's goals and promotes the opportunities that technology presents. Prioritizing and planning activity across a range of services to deliver on objectives.

- Ensures that a Service Catalogue of all available services within own IT function is created, maintained, and used as the basis of the Service Level Agreements. Is accountable for command structure and escalation procedures, and ensures that the requisite operational methods, procedures, facilities and tools are established, reviewed and maintained.

- Actively seeks ways to exploit information technology to address complex business, organizational and technical issues, of both a conventional and innovative nature and assesses the impact upon the business.

- Manage the budget of the services, including where applicable, charging of IT resources and services; tracks actual costs against predicted costs. Is responsible for contract development and negotiation with third party suppliers.

- Change Management; co-ordinates the preparation of proposals for substantial changes, including both technical and commercial assessments. Accountable for ensuring that all changes within area of responsibility are carried out under the IT change process.

- Problem Management: Analyses incidents and problems, and determines trends, initiating preventive action, to minimize the likelihood of recurrence.

- Setting of service levels targets; analysis of data to inform decision making & Continual Service Improvement measures.

- Uses negotiating skills and personal influence when representing the IT department within the University at the highest level and representing the University externally. Responsible for ensuring the recovery and delivery of services in the event of major incident.

DESIGN & DOCUMENTATION

Takes a leading role and responsibility for the below areas:

- Recognises opportunities for the business, typically involving the application of technology across a very broad technical front and shows ability to define initiatives which will exploit such opportunities. Ensures that business benefits are clearly defined and appropriately quantified alongside outcomes.

- Takes responsibility for all aspects of systems specification and design, ensuring compatibility with enterprise and solutions architectures.

- Plays a key technical role in the assessment and selection of software packages.

- Provides expert advice to those engaged in activities where the technical specialism is applicable in IT and related areas such as budgetary and financial planning, legislation, and health and safety.

- Takes responsibility for the provision of quality assurance of activities involving the technical specialism.

SECURITY ADMINISTRATION

Within area of accountability:

- Maintains knowledge and awareness of ICT Security policies & procedures and general data security legislation & regulations; always acting within these.

- Provides advice and handles most enquiries relating to most information security requests, referring to more senior staff for assistance.

- In consultation with senior security personnel, devises and documents new or revised procedures relating to security control of areas of responsibility, systems, products or services.

- Monitors the application and compliance of security operations procedures, and reports on non- compliance. Reviews information systems for actual or potential breaches in security and investigates violations.

- Assists in the review and maintenance of policy, standards, procedures and documentation for security administration, taking account of current best practice, legislation and regulation.

- Recognises requirements for, and creates, auditable records, user documentation and security awareness literature for area of responsibility.

TEAM LEADERSHIP

- Carry out all administration and compliance requirements associated with the line management of individuals and to contribute to the tactical, operational and strategic resourcing requirements of the department.

- Consideration of individual welfare and pastoral care, including appraisal, training, development, disciplinary and performance management.

- Ensure effective bi-directional communication between team members and management.

- To support, motivate and enthuse staff within own team. Act as a role model for others in the department exhibiting appropriate behaviours and leading from the front.

PERSONAL DEVELOPMENT

Develops and maintains knowledge and communicates the technical specialism by:

- Reading relevant literature and attending training.

- Attending conferences and seminars, meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional and trade bodies.

- Maintains an awareness of current developments in broad technical areas and takes significant responsibility for own personal development.

- Provides specialist guidance and advice to less experienced colleagues and users to ensure that work is conducted in an appropriate manner.

COMMUNICATION & PERSONAL NETWORKS

- Champions the benefits of technical specialism and plays a leading role in special interest groups concerned with the technical specialism and writes, or contributes to, articles and papers and speaks at conferences, user groups, or specialist subject groups.

- Communicates well, both orally and in writing, and responds to wide-ranging and detailed questioning relating both to own areas of specialisation and, at a more general level, to the wider field of IT both orally and in writing.

- Promotes the service within the University and creates strong personal relationships with the full range of senior stakeholders.

- Liaises with HE sectors and external organisations and key suppliers to share ideas, compare approaches and develop best practice.

Key stakeholders

- IT Services staff, including IT Management Team.

- Staff and students in other Schools / Support Areas of the University Group.

- External Suppliers and other education institutions.

In addition to the above areas of responsibility the post-holder maybe required to undertake any other reasonable duties relating to the broad scope of the position, commensurate with the post, and in support of the University.

Dimensions / background information

UWL's IT Service offers 24-hour IT support, seven days a week. IT Service staff will be answering calls, responding to emails and providing support between 08:00 and 20:00.

Outside of these times, we offer an out of hours call out logging service. Emails received after 20:00 will continue to be logged and will be dealt with the following working day.

Hours may be further extended to cover Open Days and other events. Staff are expected to work flexibly to support and cover the needs of the services and their staff, the post-holder may occasionally be required to undertake duties outside of standard University hours including evenings or weekends where the business need arises

Person Specification

	Criteria	Essential or Desirable[1]	Demonstrated[2]		
			Application	Interview	Test / Exercise
Qualifications and/or membership of prof. bodies	Educated to degree level in a relevant discipline with a professional qualification or substantial experience in related field in lieu of the above.	Essential	x	x	
	Industry qualifications	Essential	x	x	
	Membership of relevant professional bodies	Essential	x	x	
Knowledge and experience	Specific high-level experience working in large and diverse environment, deploying and managing IT Infrastructure	Essential	x	x	
	Experience of preparing and managing budgets	Essential	x	x	
	Extensive experience of working within large complex programmes and projects	Essential	x	x	
	Proven record of delivering excellent results within a given timescale	Essential	x	x	
	Experience of providing sound design solutions to complex issues	Essential	x	x	
	Experience of working in a large, challenging multi-site environment	Essential	x	x	
	Experience of managing large multi-disciplined teams including line management	Essential	x	x	
	Knowledge of the HE sectors	Desirable	x	x	
Skills and Knowledge	Specific skills & knowledge of a significant area of IT infrastructure (networking, systems, database administrator etc.)	Essential	x	x	
	Deep understanding of specific IT disciplines	Essential	x	x	
	Excellent problem analysis and creative solving skills	Essential		x	

	Excellent programme/project management skills	Essential	X	x	
	Deep understanding emerging technology trends	Essential		x	
	Supplier Relationship & negotiation Skills	Essential	x	x	
	Knowledge of service delivery frameworks and methodologies	Essential	x	x	
	Excellent written and verbal communication skills	Essential	x	x	
	Relevant issues, developments and trends within the education sector	Desirable	x	x	
Competencies and Personal Attributes	Credibility and integrity	Essential	x	x	
	Positive and open in communication both verbal and written	Essential	x	x	
	Initiative and confidence	Essential	x	x	
	Analytical in approach to acquiring knowledge and information	Essential	x	x	
	Collaborative, able to build working networks	Essential	x	x	
	Commitment to service quality whilst adhering to internal procedures.	Essential	x	x	

Disclosure and Barring Scheme   Is a DBS Check required: DBS (This post does not require a DBS check))

Before making a selection, please refer to the University's Disclosure and Barring Checks Guidance for Staff and Criminal Convictions, Disclosures and Barring Staff Policy and Procedure. If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

[1]**Essential Criteria** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

[2]**Demonstration:** Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.