Job Title: Head of Workplace Technology Services
Grade: 9
Salary: £51,630 to £58,089 per annum
Department: IT Services
Hours/Contract: Permanent, Full time
Reference: 661

Role Purpose

The Head of Workplace Technology Services provides strategic leadership for the teams responsible for the design, development and delivery of workplace technologies within the University, to all our staff and students.

These include the services which deliver and support the full range of desktop PCs, laptops and tablets; the managed print facilities used throughout the University; and the IT and AV technologies in our lecture theatres, seminar rooms and other meeting spaces which underpin and enable our teaching, learning, research and administration.

This role ensures we develop the vision needed to ensure these services facilitate the University’s wider digital ambitions and strategy; and fosters the operational excellence and customer focus needed to deliver services to our users by embedding a culture of continuous service improvement and staff development.

Resources Managed

- The extended team includes ~ 27 staff on G8 (3), G7 (4), G6 (3), G5 (17) – the End User Support; Learning & Teaching Room Support; and User Devices teams; along with a specialist focussed on learning and social technology design.
- The customer service operations team have responsibility for managing spend on budgets of £1m. Day to day management of this budget is devolved to the managers of the specific teams.

Main Duties and Responsibilities

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<th>Lead the workplace technology services team</th>
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<td>Demonstrate customer focused behaviour. Provide day to day direction and guidance on workload prioritisation and give timely feedback and mentor/coach as necessary. Develop and maintain performance management and staff development plans. Manage team members, ensuring they each have a personal development plan and are appraised annually. Ensure training plans and policies for staff in the wider workplace technology services teams are in place, including the college IT teams, taking into account and new and potential product and service developments. Bring teams together using DevOps and other collaborative and agile working techniques and create opportunities for secondments, to both improve services and enable succession planning.</td>
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Work with the two college IT managers to ensure that their teams follow the same professional standards and processes and support them and the college Directors of Operation to enable them to deliver the more technically specialised workplace IT services required in each college.

Develop a culture of operational excellence and continual service improvement across all these teams, to improve the quality of service delivery to customers. Identify opportunities to optimise and ‘shift left’ support to drive up first time fix rates and improve the customer experience.

**Develop the vision and roadmap for the full range of workplace technology services provided by IT Services to the University.**

Use your vision and experience to develop and maintain the roadmap for services, both with your own team and with input from the wider IT services. Work with the business partnering team to ensure that the changing needs of external stakeholders (students, academics, researchers, and administrators) are incorporated. Ensure that the roadmap supports the University’s wider digital transformation and that it aligns with and facilitates other developments within IT Services which depend upon these technologies.

Undertake the planning and shaping work needed (directly and with your teams) to devise the projects, consultancy or small IT changes needed and proposed and feed these into wider departmental and strategic institutional planning.

**Be the Service Owner for the delivery and performance of workplace technology services and be accountable for their success.**

Support the team and work with them and other IT professionals from across the division to ensure resolution of complex issues affecting these services. When major incidents occur, join and support the major incident team and management process that operates to ensure these are resolved in a timely fashion.

Represent these services at CAB when planned changes are being discussed; at internal Service Performance Review Meetings where necessary; and engage with customers where needed to help understand and resolve customer complaints and ensure feedback is acted upon. Support the Business Partnering team when new demand for workplace technology services arises from customers across the University, ensuring that it is understood and that possible solutions are identified, proposed and implemented.

Manage the budgets for these services to ensure that robust and accurate financial planning and management is in place.

**Internal and External Relationships**

- Daily with service owners and others within ITS in the course of incident and major incident resolution, and the planning of developments, upgrades and maintenance activity.
- Monthly performance/KPI reporting and service delivery information to IT Services SLT.
- Regular interactions with key external stakeholders (outside IT Services) to ensure service developments are informed and supporting the needs of the University.
• The role is also expected to make connections with opposite numbers in other organisations via UCISA and other professional associations in order to build best practice.

Planning and Organising

• The role is responsible for planning and organising all aspects of the team’s work and delivery of service across a 6 – 24 month period.
• The role also contributes to the planning of service improvements over a 12 – 24 month period. The post has a key contribution to the annual planning cycle of IT Services and requires knowledge and understanding of the University’s planning cycles.

Qualifications, Knowledge and Experience

Essential

• Educated to a degree level, or equivalent, or equivalent experience*
• Substantial experience working within the complex IT service of a large organisation.*
• Substantial experience in a leadership or management role *
• Substantial experience of delivering support services to users *
• Substantial experience of service design and development activity *

Desirable

• Experience of the full range of workplace technology services, including any of:
  o Desktop, laptop and tablet service development and provision
  o Modern Windows (10) and Macintosh environments and management techniques
  o Enterprise client and device management platforms including Configuration Manager, EMS/Intune, JAMF
  o Managed print services
  o Remote desktop – VDI or equivalent
  o Teaching and meeting space audio-visual technologies – projection, wireless presentation, etc.
• ITIL v3 Foundation (or more recent)
• Institute of Leadership and Management Level 3 Certificate in First Line Management or equivalent experience
• Extensive role in a process improvement project
• Experience of exploiting Integrated Service Management toolsets to improve service delivery

*Criteria to be used in shortlisting candidates for interview

Skills, Abilities and Competencies

Essential

• Excellent team leadership ability*
• Excellent mentoring and coaching skills
• Excellent stakeholder management and negotiation skills
• Passionate about customer service and highly empathetic
Job Summary

- Excellent verbal and written communication skills. Ability to explain complex technical issues in a clear, non-threatening, non-patronising manner to individuals with any level of technical skill and knowledge
- Excellent ability to manage and defuse conflict

Desirable

*Criteria to be used in shortlisting candidates for interview

VITAL

The University encourages all staff to live our VITAL values which are: Valuing People, Innovators, Together, Accountable, Leaders.

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.