



Candidate Information and Job Pack

Head of IT

Location: Mecklenburgh Square, London, WC1N 2AB

Welcome



A very warm welcome from Goodenough College, London's finest halls of residence for international postgraduate students.

Established over 90 years ago, the College is an educational charity serving the Commonwealth and the wider world. Each year, we provide a home to over 600 outstanding postgraduate students (we call them Members) and their families from around 90 countries. We offer a supportive community in which to live, study and access outstanding intellectual, social and cultural opportunities. Our legacy is seen in the impact our Alumni have had, and continue to have, in communities and countries across the globe.

As we move forward, we want to ensure that our technological capabilities are appropriately developed and positioned to deliver the College's objectives. We are looking for a Head of IT who will take an informed strategic approach to our IT services; further develop, refine and implement our IT strategic plan; spearhead overall management of the IT department; and take responsibility for introducing innovative technology that will streamline how we work and collaborate with one another. We need an expert who is familiar with existing and emerging technologies - who can design and implement a sustainable roadmap for a comprehensive IT infrastructure to suit our needs.

As well as the satisfaction of a challenging and important role, this post offers a friendly, collaborative working environment in beautiful historic buildings; interesting, fulfilling work that interacts directly with our delightful resident Members; and the opportunity to get involved, if you wish, in myriad ways in the social, cultural and intellectual life of the College.

If you believe that you are the person to lead our IT team and spearhead our IT strategy, I hope you will decide to apply. More information about the College can be found at www.goodenough.ac.uk.

Alice Walpole

Director Goodenough College

Role



Job Title: Head of IT
Reports to: Director of Estates
Direct Report: IT Manager

Overall purpose of the role

This role is the most senior, specialist information technology position within Goodenough College and the role holder is accountable for ensuring the development and successful delivery of the College's Information Technology strategy.

The role holder will deliver a secure, stable and optimised portfolio of platforms, systems and services via the overall management of the IT department. The role holder is responsible for ensuring that technology investments are built or procured in line with best practice and/or College requirements. They are responsible for horizon scanning, technology innovation and ensuring that our suite of tools is appropriate to support the achievement of the College's objectives.

The role holder is responsible for supporting improvements in efficiency and quality through the innovative use of information technology. This, by leading cross functional activity that fosters an environment of collaboration.

The role holder is accountable for the design and implementation of the overall roadmap for the technology infrastructure, architecture and manages risk and compliance.

Main Tasks and Responsibilities:

1. To develop, design, communicate and implement the overall College IT strategy, roadmap and supporting policies and plans. To be an active participant in the College's IT Strategic Planning Group.
2. To maximise return from the College's investment in technology, including, ensuring that the IT Department and others are aware of emerging technology trends. To ensure that the IT function is focused on the right strategic priorities, for the present and the future, including determining the appropriate balance between "built" and "procured" services.
3. To manage the risk and compliance impacts of Information Technology, namely, cyber security and business continuity, and advise the College's senior executive team of those risks and associated mitigations.
4. To form and lead a network of system owners (responsible for the development of specific business systems within the College) and, working with this group, to develop plans for maximising value from IT investments. This will include scheduling maintenance upgrades and developing innovation opportunities. To lead the web platforms owners' group, with the aim of managing the standards for all of the College's websites.
5. To maintain and manage change projects and engage with the senior executive team to facilitate prioritisation and funding decisions.
6. To deliver relevant and cost-effective IT services and advice to College members, staff and visitors based on a coherent and engaging approach.
7. To manage the IT department, including: developing staff and reviewing performance; managing the performance of suppliers and third-party contractors; maintaining application software used by departments within the College; managing the technical aspects of College websites, in collaboration with the appropriate departments; managing IT revenue and capital budgets, ensuring that procurement policies deliver the best possible value for money.
8. To develop an effective project delivery capability, including supporting business change that often accompanies the implementation of technology projects, for example, systems training and data transition.

Person Specification

Educated to degree level or equivalent, with relevant IT professional qualification and evidence of continuing development.

Demonstrable experience of leading, developing and transforming an IT function in a comparable organisation.

Proven experience of managing an IT department, supporting and encouraging staff to learn and progress, with good financial and commercial understanding and experience in budget management.

Ability to manage a range of technical facilities and services, ideally within an academic setting, including the delivery of high-quality customer-focused services.

Proven experience of procurement and negotiation of quality, cost-effective services and products.

Proven experience of negotiation and implementation of service level agreements with third parties.

Experience of successfully managing the roll-out of multiple complex projects.

Capacity to recognise and mitigate risk effectively.

Ability to influence, build and maintain strong working relationships with a wide range of stakeholders in a collaborative working environment.

Experience of delivering strategic advice at senior level, including writing and presenting papers and board reports clearly and succinctly to senior management.

A 'can do' attitude, coupled with approachable and effective leadership.

Technical understanding of Windows Server, SQL and Exchange plus Windows desktop applications and Office 365 environments including One Drive and SharePoint. Technical understanding of LAN and WAN structures and security.

Flexibility to work if necessary outside standard office hours.



Terms and Conditions

Contractual benefits

Salary: £67,000 per annum

Working hours: 9am to 5pm (Monday to Friday)

Annual leave: 25 days' annual leave, plus two extra days awarded at Christmas and a half day on Maundy Thursday

Pension: up to 5%, matched by the College

Non-contractual benefits:

Half-hour early finish on Fridays, work permitting

Opportunity to work from home up to one day a week (subject to operational needs, job responsibilities and requirement for office cover)

Free daily lunch when working on site

Death in Service (4 x annual salary) and Income Protection scheme (no tax liability)

'Cycle to work' loan for bike purchase (after probation period), shower facilities and bicycle stands

Discounted gym membership at Nuffield Gym (located within the College building)

Optional Medicash scheme (this is a taxable benefit)

Discounted stays at the College's Hotel (The Goodenough Hotel, London) and at the College's estate in Scotland (The Burn)

Use of the beautiful garden on Mecklenburgh Square

Employee social events, including Easter, summer BBQ and Christmas party

Opportunity to participate in the College's intellectual, cultural and social programme

TO APPLY

Please send your CV, with a covering letter telling us why you are applying and highlighting the relevant experiences and skills you bring to the role. Applications to be emailed to Zakiyah Kihl, HR Manager at jobs@goodenough.ac.uk.

Closing date: **6.00pm on Sunday, 5 May 2024**

Applicants must provide evidence of the right to live and work in the UK.

Goodenough College is committed to and proud of its equality of opportunity and diversity in employment. We welcome all applicants. If invited to interview, please let us know of any specific access requirements you may have.