**JOB DESCRIPTION**

**Job Title:** Head of Research and Knowledge Exchange Systems

**Grade:** SG9

**Department:** Information and Library Services / Enterprise Applications

**Responsible to:** Associate Director, Enterprise Applications

**Responsible for:** Research and Knowledge Exchange Systems team in Enterprise Application

**Key Contacts:** Greenwich Research and Innovation (GRI), Associate Director – Office of the CIO, Associate Director – Digital PMO, Executive Director and Chief information Officer (ILS).

**Standard Occupational Classification (SoC code):** <<Please Insert>>

**Non-Contractual Nature of Role Profile:** This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

**PURPOSE OF ROLE**

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change.

Efficient, capable and resilient information systems are critical to the University operating as a modern business and effective learning provider. They underpin our organisational strategy, and ability to provide a first-class student experience.

Within that context, the role holder will be responsible for the delivery, management and stable operation of high-quality research and knowledge exchange (R&KE) systems and solutions; namely Worktribe. At all times ensuring that they support the University in managing research and knowledge exchange activities, in line with strategic objectives. Recognising opportunities to minimise duplication and improve existing processes.

You will manage and lead the R&KE Systems team to ensure that all associated systems and processes are operating effectively and are positioned and co-ordinated to provide all of the functional capabilities required by the University. Take a primary and proactive responsibility for intra-team coordination within Information and Library Services, and other administrative and academic departments as required.

You will be responsible, along with key stakeholders, for setting the strategic direction of the R&KE systems, and ensuring the University is optimising their investment in them, through the adoption of new functionality, features, and best practices. Taking a primary and proactive responsibility for ensuring their continuous development and maturity within the University.

You will be responsible for owning the operating and support model for the University’s R&KE systems. Providing the final point of escalation and IT expertise on all matters relating to the support and development of the University’s R&KE systems.

The Head of R&KE Systems will be working closely with the other Heads, and as such must ensure a sufficient level of understanding of Enterprise Applications.

**KEY ACCOUNTABILITIES**

**Team Specific:**

* Drawing reference from the Strategic Plan, Research and Knowledge Exchange Strategy, Digital Strategy, and other key strategies, and in consultation with stakeholders across the institution, co-ordinate and lead on the delivery and enhancement of R&KE systems, that are fit for purpose and closely aligned to the business.
* Drive change forward and engender a positive result-focused working environment to reduce resistance to technology-related change and address concerns and uncertainty surrounding change.
* Manage day-to-day activities of the R&KE Systems team, ensuring full and effective participation of all staff in the activities of the team and provide advice and guidance to them, in all aspects of their duties. This will include appraisal, time keeping, team meetings, goal and target setting, performance management, absence record keeping and managing staff development.
* Own the relationships with 3rd party vendors (e.g., Worktribe), actively engaging with ‘user groups’ and ensuring releases to the products are managed proactively and rolled out in a structure approach as part of the regular product updates.
* Ensure hands-on knowledge of the toolsets, to be able to support the rest of the R&KE Systems team.
* Provide leadership and management to achieve high performance and effective operational delivery, which will include managing the effective use of resources and staff.
* Manage staff to ensure professional standards are achieved and maintained; including relevant services being highly available, technical documentation is produced and kept up to date as necessary, changes are implemented in line with correct procedures, including testing and authorisation to ensure effective delivery of a high-quality IT service by the R&KE Systems team.
* Lead regular meetings with R&KE Systems team staff, to ensure good levels of communication, provide a clear vision of what is to be achieved and create a sense of unity and common purpose, through forums where issues and potential resolutions can be discussed.
* Act as a central point of contact for work/project related queries for the R&KE Systems team.
* Disseminate knowledge and experience to members of the R&KE Systems team and other colleagues.
* Provide effective training and documentation, to those tasked with supporting associated systems.
* Promote and raise awareness of the R&KE Systems team across the University as a source of expertise on the functional and operational use of Worktribe Research Management and other related systems.
* Deputise for the Associate Director of Enterprise Applications as required.

**Generic:**

* Maintain an up-to-date and authoritative knowledge of new developments in relevant technology and practice, particularly in relation to its application within a Higher Education context.
* Contribute to planning and strategic development, within Information and Library Services and the wider University as required.
* Liaise closely with all staff to share and develop best practice and contribute to staff training and development activities.
* Undertake systems analysis and problem resolution work as required.
* Provide expertise in the estimating, planning and delivery of work.
* Be aware of issues relating to diversity and inclusion and how such issues relate to usability, accessibility, and appropriate legislation (e.g., Equality Act) within associated systems, supported by the R&KE Systems team.
* Effectively manage cloud and software supplier relationships and ensure effective working relationships are created and maintained. This includes monitoring the delivery of managed services, ensuring the appropriateness of the licensing, and monitoring of contract levels and agreed SLA’s.
* From time to time, participate in specific projects not directly related to the main functions of the post.
* Carry out other duties from time to time as may be reasonably required.

**Managing Self:**

* Act as a point of authority for the area of responsibility covered by the R&KE Systems team and provide guidance to the R&KE Product Group.
* Responsible for leading on the adoption, configuration and ongoing maintenance of associated R&KE systems.
* Be overall responsible for the stable and efficient operation of associated R&KE systems.
* Be proactive in establishing and maintaining a close working relationship with appropriate end user management and the R&KE Product group.
* Own and enhance the operating and support model with associated processes and procedures required to effectively manage R&KE systems, key tasks include:
* Environment Management (production, test, development, and project environments).
* Release management (impact analysis and regression testing).
* Change management processes.
* Problem and incident management processes.
* Monitoring and reporting.
* Documentation and training requirements.
* Licensing.
* Ensure that systems are up to date, fit for purpose, utilised properly and are resilient, including safe from cyberattacks. This will involve liaison with senior stakeholders which the R&KE Systems team provide a support service for.
* Working with the appropriate teams/third party to ensure deployment of any agreed new features/functionality.
* Provide the R&KE Product group with authoritative knowledge to support the development of the future IT roadmap for the University’s R&KE systems.
* Actively acquire a breadth of knowledge regarding the University’s systems.
* Following the approved methodology, ensure the successful management of key projects that may include high profile University wide initiatives or involve national or international partners. This includes the management of project budgets as required.
* Ensure that the ILS Senior Management are kept fully informed of developments, by means of regular written progress reports, regular meetings and, where appropriate, by informal means.
* Make recommendations to senior management on staff development requirements relating to members of the R&KE Systems team and, when necessary, arrange and/or deliver training as required.
* Be proactive in creating and utilising relationships and synergy, across Information and Library Services and the wider University.
* Be willing to develop professionally, maintaining a knowledge of techniques and developments within the IT industry and relevant technology.
* Both formally and informally to be proactive in promoting the image of ILS within the University, the wider higher education community and the national and international user communities associated with technical and functional use of our corporate systems.
* Take a lead role in the development and optimisation of departmental policies, procedures and standards and ensure they are adhered to.
* Conform with departmental policies, procedures, and standards.

**Core Requirements:**

* Adhere to and promote the University’s policies on Equality, Diversity and Inclusion and Information Security.
* Ensure compliance with Health & Safety and Data Protection Legislation.
* Support and promote the university’s Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
* Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

**Additional Requirements:**

* The post involves contact with members of the University’s staff at all levels and may be involved in the preparation of bids to external agencies and the management of project funding.
* Attend and participate in user and special interest groups, seminars and conferences as required.
* Attendance at some University committee and informal meetings will be required.
* The post holder will have access to a range of sensitive and key University systems, it is therefore essential that they demonstrate a high level of professional integrity and discretion.
* The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that directorate delivers the required level of service.
* In line with the operational calendar of the University, the post-holder will occasionally be required to schedule and attend to works outside normal working hours. Note: the IT at risk periods are Tuesday and Thursday mornings, between 7am and 9am, which is when deployments involving some risk or downtime are usually scheduled.
* In line with key events in the University calendar, there will be an on-call requirement for some evenings and weekends.
* Hours will be as required to undertake the role, including the scheduling and attendance of works outside normal working hours.
* Inter-site travel will be necessary as will occasional attendance at events outside the University.

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the directorate delivers the required level of service.

**KEY PERFORMANCE INDICATORS:**

* Produce high quality work, delivered to the agreed timescales, costs and quality standards.
* To contribute positively towards and, with colleagues, be accountable for service level indicators that are defined for the team.
* Projects within the team are delivered on time, budget, scope and quality.
* Ensure that the R&KE Systems team positively contributes to the successful delivery of relevant University and ILS KPI’s.

**KEY RELATIONSHIPS (Internal & External):**

* University Senior Management and key University Groups and Committees as required.
* Greenwich Research and Innovation (GRI).
* University staff within Faculties and Directorates.
* Report on behalf of the R&KE Systems team to the Associate Director, Enterprise Applications.
* R&KE Product Group.
* System owners.
* Key Technical and Security teams.
* Key stakeholders (primarily R&KE).
* Executive and wider management staff across the university.
* University, Partner, Network and Collaborative Centre staff and students.
* Colleagues across the sector in related fields.
* Relevant sector networks such as UCISA, JISC, HEA, HEFCE and Janet.
* Software and managed service suppliers (including Worktribe and others)

**PERSON SPECIFICATION**

**EXPERIENCE:**

**Essential Criteria**

* Considerable experience of complex systems analysis, configuration, maintenance and support, in an enterprise-scale business information systems environment.
* Practical experience implementing cloud-based solutions in an enterprise environment.
* Extensive knowledge and skills in supporting and managing the technical, functional and reporting aspects of Worktribe Research Management and other related systems.
* Experience with technical integrations relating to Worktribe Research Management and other related systems.
* Experience of managing a team, delivering a support function to large numbers of end-users, including the setting of targets, appraisal, leave management, etc.
* Experience of effectively managing key stakeholders, and influencing senior-level management, across the organisation and within complex contexts.
* Proven experience of working within a large-scale project, including proactive liaison with user management and the supervision of work from other members of the R&KE Systems team.
* Significant experience in the use and administration of issue and project tracking systems.
* Experience of working with and managing suppliers, managed service providers, consultants, and contractors.
* Experience communicating with all levels of employees.
* Excellent organisational and leadership abilities.
* Experience arranging technical training and developing service improvement plans.

**Desirable Criteria**

* Understanding of the UK Higher Education sector and technology “ecosystem”.
* Experience of procurement processes in relation to the tendering, selection and appointment of software system or managed service suppliers and consultants.
* Delivering training.

**SKILLS:**

**Essential Criteria**

* Highly capable in delivering responsive, high quality and customer focused IT services.
* Ability to use a variety of user requirement gathering methodologies including the facilitation of workshops.
* Extensive, consistent, and focused practical experience of requirements gathering and systems analysis methodologies, leading to solution design and testing.
* Strategic thinker with excellent problem-solving skills.
* Strong Leadership and management skills including people, performance, and budget management.
* Ability to build a strong partnership with the business and demonstrate the business value of IT.
* Effective influencing and negotiation skills in an environment in which resources may not be in direct control of this role.
* Strong vendor management and partner relation skills to identify and leverage resources internal and external to the enterprise to enhance capabilities that support business objectives.
* Excellent verbal and written communication skills, including the ability to explain technical concepts to senior management, and business concepts to technical teams.
* Ability to learn new skills quickly.
* Resourceful – able to fully utilise available tools to affect an efficient resolution.
* Well organised, self-motivated, and methodical, with an ability to prioritise under pressure and manage a wide and varied workload for self and members of the R&KE Systems team.
* Ability to work collaboratively with colleagues across the business.
* Able to deliver work of a consistent and high quality.
* Hands on and willing to be involved day to day to ensure business operates smoothly.
* Good document and report writing skills.

**Desirable Criteria**

* N/A

**QUALIFICATIONS:**

**Essential Criteria**

* Educated to degree level or equivalent demonstrable experiential learning within a relevant discipline.

**Desirable Criteria**

* Postgraduate degree or professional qualification in a relevant technical or management discipline.
* Membership of a relevant professional organisation.
* IT Service Management qualification (ITIL Foundation or equivalent).
* Project Management / Prince 2 certification.

**PERSONAL ATTRIBUTES:**

**Essential Criteria**

* We are looking for people who can help us deliver the [values](https://www.gre.ac.uk/docs/rep/communications-and-recruitment/this-is-our-time-university-of-greenwich-strategy-2030) of the University of Greenwich: Inclusive, Collaborative and Impactful.
* Strong role model who demonstrates a personal commitment to high standards of public service, honesty and integrity and professionalism.

**Desirable Criteria**

* N/A

