



Kellogg College
University of Oxford

Job Description



KELLOGG COLLEGE

Job title	Head of IT
Division	Kellogg College
Department	IT Office
Location	60-62 Banbury Road, Oxford, OX2 6PN
Grade and salary	Grade 9: £47,263-£54, 765 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Finance Bursar
Vacancy reference	138775
Additional information	

The role

This is a new role for Kellogg College, reflecting the College's commitment to delivering high quality IT service within a growing population of Kellogg students, members and across an expanding physical site. The Head of IT role at Kellogg College will run and direct the IT function of Kellogg College, reporting to the Finance Bursar. Kellogg College is embarking on a programme of investment in its IT infrastructure and services designed to ensure that it has the modern, robust, reliable, leading-edge IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning for a global audience.

For Kellogg College the strategic requirement for any time/anywhere access to data and College systems is increased by the number of full and part time students studying globally and coming to Oxford University only for intense study periods and by the number of students completing courses while continuing to work in their career. Continuing to enhance the computing facilities available to support research, modernising its provision of infrastructure for effective data management, developing and deploying tools for collaborative working are essential requirements to the College. We will also implement robust systems to support all aspects of the student experience in a cost-effective way.

The role is to manage the strategic and operational delivery of the IT services; including the infrastructure, support services, and the ongoing enhancement programme effectively and professionally. Ensuring that the College's infrastructure and services are aligned with and



support its strategic objective of being a leading global provider of post-graduate virtual learning and to bring business benefits to our stakeholders across the University through enhanced use of technology and improved business processes.

The role includes direct line management of support and project team members, internal and external supplier management and driving the IT strategic planning.

Responsibilities

Team Leading and Service Management

- Lead and manage Department IT team, including staff recruitment, induction, development, and resource allocation; Set goals and standards for the team, and manage performance and progress against these;
- Maintain a comprehensive workforce plan that includes the required skill profiles and resourcing levels; Lead the development of an overarching professional development and training programme for the departments IT staff;
- Chair IT department Committee meetings
- Lead the Departments IT Team in the provision of all IT-related infrastructure and support within departments
- Manage the engagement of both external and internal suppliers to deliver agreed infrastructure and service activities to agreed standards (including identification of suitable contractors and tendering of contracts)
- Manage 3rd party software vendors, including selection, setting service expectations, management of resolution delivery to the timeline agreed
- Establish effective partnerships with other IT providers within the University in order to deliver reliable and effective services for end users, including identification and engagement of Kellogg service cover in the event of staff absence
- Establishing IT service standards and monitoring and reporting against service level agreements appropriate to the service needs
- Oversee the timely production of the service usage statistics required to demonstrate service value and inform service development decisions
- Establishment of incident management procedures including a clear communications strategy to inform the affected users, system owners and senior management
- Designing and implementing the processes and procedures for the effective transition of development projects into production services including the transfer of functional, technical and procedural knowledge to the maintenance and support team
- Preparation of appropriate and robust business continuity and disaster recovery plans and procedures, including allocation of responsibilities and management of the plan
- Prepare and maintain service life cycle plans, ensuring they remain valid and appropriate
- Review and plan for capacity planning in respect of All IT matters, including systems, servers, networks, and staff
- Provide IT support for College members as required including password reset and hardware repair
- Understand the management structures, procedures and culture of the University and network effectively with other Colleges and departments to ensure that Kellogg College's IT knowledge, capability and processes are continuously advanced.
- Provide cover and back-up for IT team colleagues, including dealing with front-line customer enquiries, as required.

Infrastructure Management

- Prepare and implement an IT infrastructure strategy and roadmap involving key stakeholders and technical experts to ensure that the College has sufficiently resilient infrastructure for the future
- Create and execute the IT Infrastructure and Service change plan for Kellogg College and revise as appropriate to meet changing needs and requirements
- Develop business cases and project initiation documents
- Align to the programmes governance standards, reporting processes etc.
- Motivate team members to work together in the most efficient manner
- Ensure documentation is complete, current and stored appropriately, including records of College IT assets on the fixed asset register
- Lead on the operational strategic IT planning, feeding into the College Strategic Plan

Stakeholder Engagement

- Identify stakeholders affected by the introduction of the new technology across Kellogg College, defining their interests and level of influence on the change success
- Be an approachable authority and subject matter expert on local IT services and related IT issues;
- Engage stakeholders and build support for the project/programme objectives
- Liaise regularly with IT Services service teams and technical specialists to maintain awareness of current technology and central IT developments;
- Represent the Department on committees and working groups, and contribute towards the development of University IT policy, guidelines, best practice, and other initiatives;
- Become an effective and respected part of the network of IT professionals across the collegiate university, working with central and local partners to deliver specialist and best value IT services.
- Plan and manage the business of the IT Committee, liaising with the Chair as appropriate and offering recommendations and guidance to the Committee; Communicate decisions to the IT team and departments;
- Develop extensive relationships with academic, research, and support staff within the University and College understand the business needs of academic departments and associated support functions, and ensure that these are reflected in IT strategy, project planning, and service delivery;
- Manage the expectations from the different stakeholder groups, in close collaboration with the Sponsor and senior users
- Identify effective ways in which business stakeholders are exposed to the programme, its deliverables and the business change which will result from it

Change Management

- Plan for, and oversee the delivery of, the College Digital Strategy ensuring that all operational managers and other stakeholders are appropriately consulted and informed of progress
- Proactively identify opportunities for service improvement, including appropriate use of central services; Initiate and lead corresponding development initiatives
-
- Ensure that the impact of the change brought about by projects/programmes is managed coherently both in the user community and the project team
- Establish the organisational scope of infrastructure and business changes with the relevant stakeholders

- Define the approach to change with different stakeholder groups and ensure they successfully implement the change in their areas
- Establish the plan and process of change that will be applied to each group and manage them through the change process, monitoring and reviewing as it progresses
- Optimise the timing of the release of project deliverables into business operations.
- Provide programme related advice and guidance to Kellogg College staff, IT Services and other relevant stakeholders.

Training

- Develop core skills and development framework for IT staff and other staff across the College, identifying suitable training providers and ensuring that appropriate training is accessible to all service users and providers. This may include delivery of some training directly as appropriate.
- Work closely with the project teams to identify the training requirements for all stakeholders associated with project delivery

Communications

- Report service levels and progress of strategic and operational project activities at regular intervals to IT Committee and other Committees, including Governing Body, as appropriate
- Work with the communications manager to effectively communicate change and service information to the stakeholder groups
- Accurately report on business change activities and progress via the production of regular highlight reports

Any other duties that arise and are in keeping with the role

Selection criteria

- A strong understanding of the processes and procedures involved in introducing technology related changes.
- ITIL trained to foundation level 3 or higher or equivalent qualification, with demonstrable experience of operating in an ITIL environment
- Line management experience in a relevant technical environment including motivating team members and working effectively as part of a wider team
- The ability to work effectively with a wide range of stakeholders and to gain and maintain commitment to a programme of change
- Experience of managing multi-disciplinary projects to time and budget
- Demonstrable experience of risk analysis and risk management principles;
- Excellent interpersonal skills and the ability to listen;
- Proven ability to manage, plan and take responsibility for a range of tasks involving interaction with and the co-operation of business and IT people.
- Strong written and verbal communication and relationship management skills, including the ability to relate confidently and negotiate with, and persuade and influence stakeholders at all levels;
- Ability to communicate with technical staff within and outside the University.

Desirable selection criteria

- Experience of working in an HEI or similar non-commercial organisation
- Prince 2 qualified

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities. Income from external research contracts in 2016/17 exceeded £564m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information please visit www.ox.ac.uk/about/organisation

Kellogg College

Kellogg College is one of Oxford University's largest and most international graduate colleges with a unique mix of students. It is the University's leading college for students reading for degrees on a part-time basis, as well as having a strong and vibrant body of full-time students. Kellogg provides opportunities for people wishing to study while still continuing with other aspects of their lives. The College was founded in 1990 and membership is comprised of the President, 160 fellows, 80 Common Room Members and around 1,000 Master's and Doctoral students (over 730 part-time and 270 full-time).

The College is based on the Norham Manor site in North Oxford, a short distance from the city centre. Kellogg has a reputation for being a friendly and supportive community which encourages diversity and excellence in all its activities. The College maintains its sense of community through its active calendar of events and its expanding student accommodation.

Kellogg is a vibrant, growing, friendly and egalitarian College and each of our members and our staff has the opportunity to shape our future and our traditions.

For more information please visit: www.kellogg.ox.ac.uk

How to apply

Before submitting an application, you may find it helpful to read the 'Tips on applying for a job at the University of Oxford' document, at www.ox.ac.uk/about/jobs/supportandtechnical/.

If you would like to apply, click on the **Apply Now** button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of two referees and indicate whether we can contact them now.

You will also be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

Please upload all documents **as PDF files** with your name and the document type in the filename. (*Customise this statement to confirm the document(s) you would like the applicant to attach, but make sure that you keep the reference to PDF. See section 1.4 of QRG [REC01 Creating a Vacancy \(Recruitment and Personnel\)](#) for guidance on selecting the appropriate application form*).

All applications must be received by **midday** on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing departments.

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments)

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. Further help and support is available from [www.ox.ac.uk/about the university/jobs/support/](http://www.ox.ac.uk/about_the_university/jobs/support/). To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will be notified of the progress of your application by automatic emails from our e-recruitment system. **Please check your spam/junk mail** regularly to ensure that you receive all emails.

Important information for candidates

Pre-employment screening

Please note that the appointment of the successful candidate will be subject to standard pre-employment screening, as applicable to the post. This will include right-to-work, proof of identity

and references. We advise all applicants to read the candidate notes on the University's pre-employment screening procedures, found at:

www.ox.ac.uk/about/jobs/preemploymentscreening/.

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/. The University's Policy on Data Protection is available at:

www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. From 1 October 2017, the University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at:

www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.

From 1 October 2017, there is no normal or fixed age at which staff in posts at **grades 1–7** have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

University Club and sports facilities

The University Club provides social, sporting and hospitality facilities. It incorporates a bar, café and sporting facilities, including a gym. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool.

See: www.club.ox.ac.uk and www.sport.ox.ac.uk/oxford-university-sports-facilities.

Information for international staff (or those relocating from another part of the UK)

If you are relocating to Oxfordshire from overseas, or elsewhere in the UK, the University's International Staff website includes practical information related to moving to and settling in Oxford such as advice on immigration, relocation, accommodation, or registering with a doctor.

See: www.internationalstaffwelcome.admin.ox.ac.uk/

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff to settle into Oxford and to provide them with an opportunity to meet people in the area. See www.newcomers.ox.ac.uk/

Childcare

The University has excellent childcare services with five University nurseries, as well as University-supported places at many other private nurseries.

For full details including how to apply and the costs, see www.admin.ox.ac.uk/childcare.

Family-friendly benefits

The University subscribes to My Family Care

(www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/) and staff are eligible to register for emergency back-up childcare and adultcare services, a 'speak to an expert' phone line and a wide range of guides and webinars through a website called the Work + Family space.

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. Please visit www.admin.ox.ac.uk/eop/disab/staff for further details including information about how to make contact, in confidence, with the University's Staff Disability Advisor.

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at www.admin.ox.ac.uk/eop/inpractice/networks/

Other benefits

Staff can enjoy a range of other benefits such as free visitor access to the University's colleges and the Botanic Gardens as well as a range of discounts.

See www.admin.ox.ac.uk/personnel/staffinfo/benefits

