Chief Information Officer

<table>
<thead>
<tr>
<th>Job Reference:</th>
<th>8165</th>
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<tbody>
<tr>
<td>Department:</td>
<td>IT and Information Services</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Hours:</td>
<td>35 per week (Full/ Part time)</td>
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<tr>
<td>Location:</td>
<td>New Cross, London</td>
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Closing date for applications: **Friday 22 December 2017**
Interviews: **Monday 15 January 2018**

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We’re looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.
Goldsmiths, University of London is a close-knit community with a rich academic heritage. It is a creative powerhouse which provides students and employees’ alike with a thought-provoking place to study and work.

The technologies which underpin the University’s digital infrastructure are key to ensuring that our staff and students have the best possible environment in which to work and study, that our systems and processes are efficient and effective and that our data and information is protected. Goldsmiths has recently invested significantly in its digital infrastructure and services and continues to do so.

Over the last few years, the IT and Information Services team has undergone significant change and improvement with a strong emphasis on a stable and reliable infrastructure, excellent service management and building strong and meaningful partnerships across the University.

We are now seeking an outstanding Chief Information Officer (CIO) to further develop and lead the strategic direction and capability for digital services and IT at Goldsmiths and contribute to the development and delivery of University-wide projects and initiatives.

An experienced and resilient leader and motivator, the role holder will have a record of successful change management, building trusted relationships, an extensive track record of successful technology service management and project delivery and be able to demonstrate innovative practice.
Job description

Reporting to: Director of Finance
Reports: Associate director - Service Operation, Associate Director – Service Strategy & Planning

Summary

The CIO, through exercising a high degree of independent professional responsibility and discretion will lead the provision of an excellent an innovative digital and IT Strategy and service and will play a key role in the delivery of the Goldsmiths Strategy 2017 to 2022. The CIO will be a member of a number of key University groups and governance committees and contribute to developments across the institution.

The CIO will have leadership responsibility for the professional services staff in the IT function (circa 60 staff) and management of number of significant vendor partnerships. Through the work of this team and working in collaboration across the University, the CIO will deliver the digital technologies to ensure that the needs of learners, teachers researchers and the administration of the University are effectively supported in their working and learning environment.

Goldsmiths has recently brought together the IT, Estates, and Finance functions to report into the Director of Finance (to whom this role reports) with a view to a more co-ordinated approach to strategic infrastructure investment and improved integrated operational planning. The CIO will be key to the successful development of this activity and a member of the Finance and Infrastructure Board.
Main duties

- Lead the development, implementation and monitoring and review of a digital and IT Strategy which is transformative in its ambition and that can help sustain and develop Goldsmiths in all of its activities as a world-class University.

- Assume responsibility for the leadership, development and management of the University’s IT function and operational budget (approx. £5.2M pa) to deliver highly effective, robust and reliable information systems and a technical infrastructure that is fit for the University’s business and supports the requirements of the University’s teaching and learning, research and administration activity, within budget and providing value for money.

- Proactively develop personal relationships and lead appropriate internal networks to work supportively and in a collegial manner across the University in order to effectively support, deliver and enhance the staff and student experience and engage with University members in the improvement and development of systems, services and processes.

- Foster a spirit of proactive, cross-boundary and collaborative working, across the IT team, both internally and externally to the University, to continuously improve working practices and standards and create a culture of flexibility and customer service.

- Steward the IT element of University’s capital investment budget (approx. £2.5M pa), working in close collaboration with senior colleagues to develop plans and priorities for institutional investment, developing the University’s digital infrastructure as a strategic asset in alignment with the physical estate, which also ensures compliance with legislative and compliance requirements.

- Apply commercial acumen to partner with and manage third parties and suppliers to deliver efficiencies and value for money in relation to the purchase of technology solutions and services.
- Actively manage the set of strategic, business continuity and operational risks associated with the University’s reliance upon IT and associated technology.

- Provide leadership and expert advice for major projects and IT initiatives which have a significant impact across the University.

- Contribute to the development and delivery of University-wide initiatives, drawing upon and sharing knowledge gained through engagement and close relationships with colleagues to inform and influence decisions.

- Engage with peer networks and vendors to benchmark services against other UK universities to identify an implement best practice and to ensure that the IT at Goldsmiths is at the leading edge of technological developments.

- Represent the University on Higher Education networks and in the external environment to ensure reputational and brand growth.

- Engage with the University’s commitment to equality and diversity and mission to further social justice, understanding, inclusivity and opportunity through education.
## Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

- **A** = Application form
- **C** = Certificate
- **I** = Interview
- **R** = Reference
- **T** = Test
- **P** = Presentation

### Essential Criteria 1 - Qualifications

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Category</th>
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</thead>
<tbody>
<tr>
<td>A good first degree and/or appropriate professional qualification</td>
<td>A, C</td>
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### Desirable Criteria 1 – Qualifications

<table>
<thead>
<tr>
<th>Requirements</th>
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<tbody>
<tr>
<td>A relevant postgraduate qualification</td>
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### Essential Criteria 2 - Experience

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<th>Requirements</th>
<th>Category</th>
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<tr>
<td>Proven record of leadership and management at a senior level, including extensive experience of leading technology and information services and managing highly specialised operational teams in an environment that includes multiple layers of management in a large complex organisation.</td>
<td>A, I, R</td>
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<th>Substantial experience at a leadership level in:</th>
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<tr>
<td>• Large scale digital transformation projects</td>
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<td>• Significant infrastructure development</td>
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<tr>
<td>• Enterprise applications and business process improvement initiatives</td>
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<tr>
<td>• Data management and integration technology development.</td>
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</table>
Experience of contributing to the development of strategy and policy at the highest level, with particular reference to the use of technology within an educational context.  

| A, I |

Experience of managing and stewarding significant operational and capital investment budgets.  

| A, I |

Demonstrable experience of achievement in a large/complex organisation at a senior level including delivering on major change projects and enhanced levels of customer service.  

| A, I, R |

Demonstrated experience of multi-million-pound procurement, contract negotiation and supplier management.  

| A, I |

Experience of working in collaboration with students and their representative bodies to improve the student experience in relation to their use of IT.  

| A, I |

**Desirable Criteria 2 – Experience**

Experience of delivering a complex range of technology services utilising third party providers in a Higher Education environment.  

| A, I, R |

Experience of successfully working with estates and facilities functions to integrate technology solutions across the physical estate.  

| A, I |

Experience of leading a large IT function though a period of significant transformation.  

| A, I |

Experience of budgeting and planning processes in a public-sector organization.  

| A, I |

Experience of successfully working with academic colleagues in the co-creation strategies and in support of academic endeavor.  

| A, I |

**Essential Criteria 3 – Knowledge**

An excellent understanding of contemporary digital technologies and trends and their potential application in a Higher Education environment.  

| A, I, P |

An understanding of Government policy and strategy on Higher Education and the consequent implications for data capture and the reporting of management information held within a university.  

| A, I ,P |

Significant knowledge of Cyber Security technologies and information security legislation and their application in open environments such as universities.  

| A, I, P |
Knowledge of EU procurement procedures and commercial acumen with specific reference to IT in the HE sector.  

**Desirable Criteria 3 – Knowledge**

Specific knowledge of technologies, systems, applications, services and infrastructure which support teaching, learning and research in a multi-disciplinary academic environment. 

**Essential Criteria 4 – Skills**

Excellent and effective communication skills appropriate to operating at a senior level; the ability to convey important messages, deliver a vision and fully engage senior colleagues. 

The necessary interpersonal skills to lead and motivate the IT team in the delivery of innovative IT systems and services. 

Proven negotiating and influencing skills and the ability to represent the University’s interests in the Higher Education and technology sectors. 

Ability to build constructive relationships with colleagues, stakeholders and student bodies. 

 Organisation and planning skills appropriate to managing the planning, compliance, governance and annual operational requirements of a university. 

**Desirable Criteria 4 – Skills**

A demonstrable record of contemporary and inclusive style of decision-making. 

Strong coaching skills and ability to develop teams and individuals in a constantly changing environment.

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**Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.**

For more information about the role, please contact Andy Lamb, e-mail andy.lamb@gold.ac.uk.

**November, 2017**
Summary of Benefits

If you choose to work with us, you’ll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You’ll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme
- Access to exclusive discounts, including high street retailers
- Maternity, paternity and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities and gym
- Access to University of London facilities such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

Thank you for your interest in working with us, we wish you all the best with your application.