Chief Information Officer

<table>
<thead>
<tr>
<th>Department:</th>
<th>IT, Library and Information Services</th>
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<tr>
<td>Grade/ Salary:</td>
<td>Competitive</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Hours:</td>
<td>35 per week (Full/ Part time)</td>
</tr>
<tr>
<td>Location:</td>
<td>New Cross, London</td>
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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 seeking an outstanding Chief Information Officer (CIO) to further develop and lead the strategic direction and capability for library, digital services and IT at Goldsmiths and contribute to the development and delivery of College-wide projects and initiatives.

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

This role will bring together for the first time at Goldsmiths the Department of IT and Information Services and Library Services. Therefore, the postholder will be responsible for developing and drawing upon the natural synergies which exist across these currently discrete areas, working with a leadership team which is committed to ensuring an excellent experience for all staff and student users.

The College is currently going through a large transformation programme, encompassing a review of our academic portfolio, identification of non-pay savings across the institution and the development and implementation of a revised blueprint for the delivery of professional services.
The aim is to ensure a future for Goldsmiths which is academically vibrant and financially sustainable. The CIO’s role will be crucial in ensuring we can deliver the technology solutions which are required to deliver our services efficiently and effectively and to the standards expected by our College community.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.

Passionate about advancing equality and celebrating diversity. Together, we are different.
Department of IT and Information Services

The technologies which underpin the College’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 College.

Goldsmiths Library Services

Goldsmiths Library is housed in the award-winning Rutherford Building. This offers a mix of social, group and silent study spaces together with over 200 open access computers. The building is open 24/7 during from the beginning of October until mid-June and for 89 hours a week in the summer vacation. It is used by over 9,000 readers: staff and students of Goldsmiths and external users. Its collections cover the Arts, Humanities and Social Sciences and relate to the teaching and research of the College. In addition to some 300,000 books and 5,800 print and electronic journals it contains extensive audio-visual and school practice collections. These are managed alongside a growing number of special collections and archives which reflect Goldsmith’s research activities as well as the Goldsmiths Art Collection.

The Library works closely with the Research Office and with Goldsmiths Press, notably in the areas of open access and alternative models of scholarly publishing. Goldsmiths Research Online Collections (which include the institutional repository, research data, digitised archives, and open access journal titles hosted on Open Journal Service) are managed by the Library.
Job description

Reporting to: Chief Operating Officer
Reports: IT Director - Service Operation, IT Director – Service Strategy & Planning, Director of Library Services

Summary

The Chief Information Officer (CIO) will champion, lead and enable integrated strategic developments across IT, digital and library provision and will play a key role in the delivery of the Goldsmiths Recovery Programme. The CIO will be a member of key decision-making 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 library services (c 60 staff) and management of a number of significant vendor partnerships. Through the work of the IT, Library and IS teams and working in collaboration across the College, the CIO will deliver the digital technologies, data and information management and learner services necessary to ensure that the needs of students, teachers, researchers and the administration of the College are effectively supported.

Our aim in bringing together IT IS and Library Services is to develop a more co-ordinated approach to strategic infrastructure investment and improved integrated operational planning and ensure that data and information services to staff and students are joined up across the virtual and physical learner spaces. The CIO will lead the successful development and cost effective implementation of this activity.
Main duties

- Lead the development, implementation and monitoring and review of an integrated data, information and digital strategy which is transformative in its ambition and enables Goldsmiths to deliver its academic and student experience strategic priorities.

- Lead the College’s IT and Library functions to deliver highly effective, cost effective, robust and reliable information systems, and a physical, digital and technical infrastructure that supports the requirements of the College’s teaching and learning, research and administration activity.

- Ensure a high performing, outcomes-led culture with a commitment to support professional and personal development across the teams.

- Build positive relationships with all College stakeholders, including across Academic Departments and Professional Services, and with student representatives, drawing upon and sharing knowledge gained through such engagement to inform and influence decisions.

- Proactively develop working partnerships with other Directorates and lead appropriate internal networks to effectively support, deliver and enhance the staff and student experience and ensure the improvement and development of systems, services and processes.

- Foster a spirit of proactive, cross-boundary and collaborative working across the IT Library and IS teams, to continuously improve working practices and standards and create a culture of flexibility and customer service.

- To build and contribute to networks externally to Goldsmiths, and support team leaders to do the same, to build institutional reputation, benchmark services, and ensure that Goldsmiths learns from and builds on best practice within the sector.
- Maintain oversight of operational budgets (approx. £5.2M pa IT, £3.5m Library), ensuring that teams deliver within budget and provide value for money.

- Steward the IT element of College’s capital investment budget (approx. £2m pa), working in close collaboration with senior colleagues to develop plans and priorities for institutional investment, developing the College’s digital infrastructure as a strategic asset in alignment with the physical estate, while ensuring legislative and compliance requirements are met.

- 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 digital and technological solutions and services.

- Actively manage the set of strategic, business continuity and operational risks associated with the College’s reliance upon IT and associated technology.

- Identify, assess and mitigate the risks associated with information and cyber security, to ensure all services operate within the College’s risk appetite.

- Ensure relevant IT security, data and information compliance policies are kept up to date and implemented and issues resolved or escalated as appropriate.

- Provide leadership and expert advice for major projects and College-wide initiatives which have a significant impact across the College, ensuring appropriate oversight and governance,

- Engage with the College’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

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<th>Category</th>
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<tr>
<td>Essential Criteria 1 - Qualifications</td>
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<tr>
<td>Educated to degree level or with equivalent experience and/or appropriate professional qualification.</td>
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| Essential Criteria 1 - Qualifications |
| A relevant postgraduate or professional qualification, or equivalent experience and evidence of continuing professional development. | A, C |

| Essential Criteria 2 - Experience |
| Proven record of leadership and management at a senior level, including extensive experience of leading library or technology and information services and managing highly specialised operational teams in an environment that includes multiple layers of management in a large complex organisation. | A, I, R |

| Essential Criteria 2 - Experience |
| A proven track record of leading large scale digital delivery and technology transformation programmes that deliver positive business outcomes | A, I, R |
At least five years’ experience of leading a team responsible for:

- Significant infrastructure development
- Enterprise applications and business process improvement initiatives
- Data management and integration technology development.

Experience of contributing to the development of strategy and policy at the highest level, with particular reference to the digital infrastructure.

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

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

Relentless customer-focus and a proven track record of changing and improving IT and information services to deliver improved outcomes for service users.

Experience of drawing on personal resources and skills to manage the tensions associated with substantive change programmes.

**Desirable Criteria 2 – Experience**

Experience of delivering a complex range of services in a higher education environment.

Experience of successfully working across library, IT and information services, and in collaboration with estates and facilities functions to integrate technology solutions across the physical estate.

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

Experience of leading a large library, IT or information services function though a period of significant transformation.

Experience of budgeting and planning processes in a higher education organisation.

**Essential Criteria 3 – Knowledge**

An excellent understanding of contemporary digital technologies and trends and their potential application in a complex business environment.
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<tr>
<td>Essential Criteria 4 – Skills</td>
<td>Excellent and effective communication skills appropriate to operating at a senior level; the ability to convey important messages clearly and avoiding the overuse of technical jargon, deliver a vision and fully engage senior colleagues.</td>
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<td>Essential Criteria 4 – Skills</td>
<td>Ability to lead, develop and motivate a team, using compassionate leadership to drive productivity and long-term success.</td>
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<td>Proven negotiating and influencing skills and the ability to demonstrate the ability to represent with authority the College’s interests in the higher education, library and technology sectors.</td>
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<td>Ability to build constructive relationships with colleagues and other internal and external stakeholders (including student bodies).</td>
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<td>Organisation and planning skills appropriate to managing the planning, compliance, governance and annual operational requirements of a large complex organisation.</td>
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<td>A demonstrable record of contemporary and inclusive style of decision-making.</td>
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<td>Essential Criteria 4 – Skills</td>
<td>Strong coaching skills and ability to develop teams and individuals in a constantly changing environment.</td>
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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 before the first day of appointment.
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 comprehensive and innovative staff development and wellbeing programmes.

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, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support and information service on a range of personal, family or work related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities
- 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.