Candidate information pack

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About us

We offer a space for self-discovery, delivering world-leading research and excellent teaching from our single-site campus in the heart of Southeast London.

Teaching that challenges

Part of the prestigious University of London, we combine academic excellence with creative and innovative approaches to teaching and learning.

Teaching across our 20 academic departments spans the arts, humanities, social sciences, cultural studies, computing, law, teaching, social work and business management – bringing everything you’d expect from a world-renowned arts institution and much more.

You’ll find conversations that spark your creativity at every turn. You’ll find course content informed by world-leading research. And you’ll find tutors who encourage students to question traditional perspectives.

Join us and explore ideas and be part of new thinking every day.
Goldsmiths’ history

In 1792 the Counter Hill Academy opened its doors in New Cross, in a house built by Deptford distiller, William Goodhew. The Royal Naval School then bought the site and commissioned the renowned Victorian architect Robert Shaw to design and build what has today become our Richard Hoggart Building. In the 1890s the Goldsmiths Company added a gymnasium, a concert hall and a swimming pool. Shortly after the College was founded, the Goldsmiths Company provided funding for a new School of Art. This imposing building, opened in 1907, was designed by Sir Richard Blomfield - whose other main claim to fame was to design the now ubiquitous standard electricity pylon.

A busy period of development accompanied our expansion in the 1960s. We added the Whitehead, Lockwood and Education Buildings. We erected the Warmington Tower, built St James’s Hall, and added a new extension to the Richard Hoggart Building.

In 1998 we opened the Rutherford Building, and it received a RIBA award as one of the 10 best new buildings in the capital. 2005 saw us open the eye-catching Ben Pimlott Building, a seven-story, purpose-built teaching space containing new art studios and lecture theatres and providing accommodation for our psychology and digital media labs.

The Professor Stuart Hall Building followed in 2010, housing our Media, Communications and Cultural Studies Department and our Institute for Creative and Cultural Entrepreneurship. The Professor Stuart Hall Building also gave us additional teaching rooms, meeting spaces, a new café and a new 250-seat lecture theatre. In 2018 we opened the Goldsmiths Centre for Contemporary Art. Designed by Turner Prize-winning architects Assemble and housed in the Grade II-listed former Laurie Grove Baths, this free public gallery hosts a varied programme of shows, projects and residencies by national and international artists and curators, bringing world-class art to southeast London.
A history of recognising and nurturing talent

At Goldsmiths we aim to recognise and nurture talent. Nine of our alumni and staff have been Turner Prize winners and a further 24 have been shortlisted. Among these is Steve McQueen, the first Black director to win Best Picture Oscar for his 2014 film 12 Years A Slave.

2019 saw Bernardine Evaristo take home the Booker Prize for her novel Girl, Woman, Other, becoming the first Black woman to receive the prestigious literary award. Our former students are also among winners of the Mercury Music Prize, the Ivor Novello Award, BAFTA and many more. In 2013 we established the Goldsmiths Prize to reward innovation in fiction. The inaugural prize went to Eimear McBride for her debut novel A Girl is a Half-Formed Thing. In 2019, Lucy Ellmann was awarded the prize for Ducks, Newburyport.

Into the modern era, Goldsmiths remains committed to active involvement in community initiatives in New Cross and Southeast London. In 2019 we unveiled a community mural commemorating the 1977 Battle of Lewisham, following a collaborative project between Goldsmiths and local community groups.

In the same year, we worked with our partners Lewisham Council on a winning bid to make Lewisham a London Borough of Culture for 2021, rescheduled to 2022 as a result of the Covid-19 pandemic. In 2021 Goldsmiths was the first university in London to launch a Civic University Agreement. Developed in partnership with 11 other local anchor institutions in the Borough of Lewisham, our Civic University Agreement commits us to working collectively to address some of the most pressing issues facing our local communities.
Message from the CIO

Thank you for your interest in working at Goldsmiths. You would be joining us at an exciting time as we embark on the delivery of our new 2023-2028 digital vision:

“We want everyone in the Goldsmiths community to use digital products confidently and creatively in support of their learning, teaching, research, and administrative activities. Our technology solutions will be flexible, scalable, and secure so the College can adapt to ever changing user needs and flourish in a digital world.”

Our initial priorities are to modernise our infrastructure, improve our data and develop our digital skills. We will be delivering a new CRM system on Dynamics 365, improving all other core systems and processes, and upgrading all our teaching and learning spaces.

We aim to provide our students and staff with digital services that are clear, simple, and easy to use through good design and maximising the use of automation and personalisation. We believe we can best achieve this by adopting and embedding agile delivery methods throughout.

You will be joining a diverse team that is committed to excellent customer service. I can promise you interesting work that will really make a difference, a vibrant College community, and a positive work life balance. Feel free to contact me on LinkedIn if you want to discuss our plans or if you are interested in applying, it would be great to hear from you.

David Minahan – Chief Information Officer
IT charter and principles

Charter

Teaching, learning, and research are our top priorities.

Diversity and inclusion are at the heart of everything, we are accessible to all.

We will listen to what you say, tell you how long something will take and if we can’t do it we will tell you why.

Digital services will be clear, simple, and easy to use.

We will be open about our performance and use your feedback to help us improve.

Principles

Prioritise our work based on strategic goals and customer needs.

Being Agile.

Minimum Viable Bureaucracy (MVB).

Confidently seeking to add business value.

Learning together and treating each other with respect.
The role and the department

The Department of IT and Digital Services (IT&DS) is responsible for providing IT and Digital services to support the learning, teaching, research, and administrative work of Goldsmiths. The Department plays a key role in ensuring that staff and students have excellent digital experiences that enhance their experience of working and studying at the College. The Department also plays a vital role in developing and supporting all major business systems, ensuring that products and services are resilient and can meet user needs.
Service Operations Team Lead

<table>
<thead>
<tr>
<th>Department:</th>
<th>IT &amp; Digital Services</th>
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</thead>
<tbody>
<tr>
<td>Grade/ Salary:</td>
<td>Grade 7, £41,987 - £46,668</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Hours:</td>
<td>Full 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 happy to supply information in alternative formats for disabled applicants. Please contact hrhelp@gold.ac.uk to make your request.

Department of IT & Digital Services

The IT&DS Service Support Team is at the centre of our Customer Service Delivery. This is a fantastic opportunity to innovate, improve and play a big part in creating an environment of subject matter experts. Day-to-day, you will lead, guide, and manage the team that provides support for Teaching and Learning Spaces, managed MAC/Desktop computing, Front Line Customer Facing and Back Office Operations. This is an exciting role for an experienced individual who has a passion for Customer Service Delivery, problem solving, excellent communication skills and a high level of IT

Passionate about advancing equality and celebrating diversity. Together, we are different
knowledge, and experience of managing technical teams within a fast-paced environment.

**Job description**

Reporting to: Deputy Head of IT Operations & Support  
Reports: Service Support Team

**Summary:**  
The principal role of this post holder is to lead and direct the day-to-day activities of the organisation’s Service Support team, to achieve the development, improvement and delivery of a high profile customer service, support for teaching and learning and support for unified communications. The role will be responsible for the Incident Management, Service Request Fulfilment and the Problem Management processes. It will include responsibility for service monitoring activities as appropriate to the areas of responsibility.

User communication responsibilities are also part of this role, and they encompass the delivery of high-quality documented information about services available (e.g. known issues status reports, FAQ’s and service guidelines), in addition to verbal communication – advice and liaisons with customers and departments.

The post holder will perform an extensive range and variety of complex technical and/or professional work activities, establishing milestones and the assignment of tasks/responsibilities and will contribute to the development and execution of the ITDS digital strategy, to ensure alignment with Goldsmiths strategy and the capabilities required to achieve business success.
Main duties:

- Manages and directs the Service Support team to meet customer needs, agreed service levels and any agreed ITDS objectives relating to service improvements aimed at the delivery of an efficient Service Desk function.
- Ensure that the Service Support Team adhere to all associated written processes, procedures and instructions in order that the published service levels and Key Performance Indicators may be met.
- Develops resource plans, including conducting recruitment interviews. Facilitates selection, assessment and on-boarding processes, and internal resource allocation.
- Ensure that college systems are monitored for irregularities and performance issues and any irregularities are promptly dealt with.
- Leads in the event of a critical incident or service failure in line with the Critical Incident Management process and is an active part of the major incident response team.
- Investigates & initiates opportunities to adapt and change procedures with a view to ‘shifting more solution delivery to the team, to achieve the resolution of the majority of user requests (Incidents, Requests for Help, Service or Information) whilst ensuring that any early diagnostic work carried out on those subject to ‘hierarchical escalation’ will be properly documented.
- Accountability for overseeing planning, progression, management and delivery of the team’s work. Ensuring that conflicts are properly identified and then dealt with efficiently where they are under the Postholder’s control.
- Ensures the accurate documentation of customer requests for assistance, help or advice relating to system failures (incidents and problems) or for service requests - to ensure that all relevant information relating to each transaction is properly and professionally recorded in enough detail.
- Actively reviews, manages and monitors the IT Service Management system for new incidents and service requests and process based on priority and urgency.
- Manages the service performance and then to coach, train on, and otherwise positively influence, the service performance delivered by the Service Support team as well as staff from other teams within ITDS who service customer requests.
- Ownership of regular ‘management control’ reports/indicators and the maintenance of records as requested by ITDS management.
- Pro-actively liaises with faculties and departments regarding escalated customer problems and issues, to ensure the timely resolution of customer enquiries.
- Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. Ensures that such problems are fully documented within the relevant reporting system(s).
- Manages and leads the supervision and management of a daily support service to the university’s teaching and learning spaces where IT and Audio-Visual equipment is used, including the hardware, software, documentation and telephony.
- Ensures the recording of details of hardware and/or software installed or removed and ensuring that the asset and/or configuration management records are updated.
- Manages scheduled reviews of the hardware estate including co-ordinating hardware audit activities across the college and support scheduled and unscheduled vendor audits.
- Ensures that the success metrics and monitoring of the Asset Management process is adhered to.
- Accountable for report generation including configuration status, license consumption, license entitlement, warranty, and other IT asset reporting.
- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths’ Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths’ Health and Safety Codes of Practice and Policy

**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:

<table>
<thead>
<tr>
<th>Essential Criteria 1 - Qualifications</th>
<th>Category</th>
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</thead>
<tbody>
<tr>
<td>Educated to degree level with a professional qualification or substantial experience in a related field in lieu of the above.</td>
<td>A, C, I</td>
</tr>
<tr>
<td>Any of the following certifications or equivalent experience: ITIL Accreditation</td>
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<tr>
<td>SDI Service Desk Team Leader</td>
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<tr>
<td>Microsoft MTA, MOS</td>
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<tr>
<td>CompTIA A+</td>
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<table>
<thead>
<tr>
<th>Desirable Criteria 1 - Qualifications</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any of the following: ITIL Practitioner</td>
<td>A,C,I</td>
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<tr>
<td>Microsoft Certification</td>
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<tr>
<td>Prince 2 Foundation</td>
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<tr>
<td>Extron AV Certification</td>
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<tr>
<th>Essential Criteria 2 - Experience</th>
<th>Category</th>
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<tr>
<td>Significant experience of leading technical support and customer service teams within an ITIL aligned customer focussed environment.</td>
<td>A, I</td>
</tr>
<tr>
<td>Experience in identifying, agreeing and monitoring objectives and deliverables with individuals; identifying under-performance issues against agreed quality standards and performance criteria, as well as</td>
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5. Goldsmiths, University of London, New Cross, London, SE14 6NW
identifying gaps in capability and identifying where training or other support is required.

Clearly articulating goals and objectives, motivating and leading others towards their achievement and coaching them to develop their effectiveness towards the limits of their potential, as well as experience in performance management, including conducting Personal Development Reviews.

| Have a demonstrable track record of delivering, supporting, and developing IT services to meet customer requirements and a proven ability to manage day to day Operational Support, focused on multiple technologies within a customer-services environment. | A, I |
| Experience in the effective and efficient routing deployment of resources, including the reassessment and reallocation in a dynamic environment, to achieve an optimum customer service. | A, I |
| Experience working with ITSM tools and how these relate to this role; experience of extracting, analyzing, and reporting on data. Experience in producing written guides and writing comprehensive processes and procedures. | A, I |

**Desirable Criteria 2 - Experience**

Experience in the use of a variety of IT equipment and software and in fault-finding and repair of IT equipment.

| Essential Criteria 3 – Knowledge |
| Knowledge of techniques for identifying, gathering and validating customers’ needs in the delivery of IT services; knowledge of the activities, structure and position in the organisation of the functions or departments for which services are provided and utilising this knowledge to modify response to an incident or situation accordingly | A, I |
| Knowledge of the collection, analysis and application of historical and synthetic measurements in the estimation of IT activities, for example, but not limited to: Development metrics and Service metrics – response times. | A, I |
| Excellent PC & MAC hardware knowledge including supporting Microsoft Windows 7, 10 & MAC OS 10, and above operating systems, as well as Microsoft Office suites and MAC applications, working knowledge and use of collaborative tools such as Office 365, Skype of Business, MS Teams | A, I |
Knowledge of the IT/IS infrastructure (examples, but not limited to databases and LANs) and the IT applications and service processes used within own organisation, including those associated with sustainability and efficiency (examples, but not limited to virtualisation and on demand services).

**Desirable Criteria 3 - Knowledge**

Good working knowledge of Microsoft tools such as Active Directory, Azure AD and deployment tools such as Microsoft’s SCCM.

Basic knowledge of telephony contact centres.

**Essential Criteria 4 - Skills**

Proven leadership and management skills with the ability to develop, communicate and inspire staff.

Takes accountability and has strong sense of ownership. Results oriented and a commitment to a high-quality customer service.

Excellent interpersonal and communication skills with the ability to communicate sensitively with a diverse range of individuals; establishing relationships and maintaining contacts with people from a variety of backgrounds and disciplines, adapt style and approach to meet the needs of different audiences, break down technical issues and explain them in layman's terms.

Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support.

**Desirable Criteria 4 - Skills**

Proficient in the use of methods and techniques for creating and delivering effective knowledge management.

Understanding of Cloud based technologies and Hybrid systems as they relate to teaching and learning.

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.

For more information about the role, please contact Fola Braimoh e-mail fola@gold.ac.uk.
March 2023

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
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)
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.
Reasonable adjustments for interviews

It is important to us that you let us know as soon as possible if you have any specific requirements that we can assist with during the recruitment process.

Please note this information will not be part of the selection process and will only be available to those involved in arranging the interview.
Help with applying

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

Applying online

See Guidance for making a job application (PDF download) for how to use our online application system.

We do not accept postal applications and invite applicants to apply for all vacancies online. If you have a disability that could make this difficult, then please contact us at our email hr-recruitment@gold.ac.uk to discuss alternative arrangements.

The closing time for submitting a job application is 2359 UK time. HR staff are only available to assist with queries from 9am-5pm, Monday to Friday. We recommend submitting your application at least an hour ahead of the deadline, in case of any technical issues.

Filling in the application form

Above is the job description and person specification for this role. This serves as an indication of what we are looking for.

Each criterion specified will be listed as essential or desirable. We will shortlist candidates who demonstrate they meet the essential criteria and as much as the desirable criteria as possible using a points-based system.

Those who score the highest will be invited to interview, so it is important to provide clear evidence on how you meet each criterion.
Staff benefits

Cycle (Ride) to Work
Save up to 43%, pay nothing up front and spread the cost of your new bike and/or kit in equal monthly instalments taken from your salary before tax and National Insurance contributions.

Season ticket loans
We know travelling to work can be expensive. So, you can apply for an annual, interest-free, season ticket loan repayable by monthly deductions from your salary.

Tax-free childcare
The tax-free childcare scheme is an alternative way to cut your childcare costs by opening a government savings account that will see you earn a 20 per cent top-up on any contributions made.

Staff Assistance Programme
The Staff Assistance Programme (SAP) offers around the clock confidential and free support and information service.

Family friendly leave
Parental leave, including adoption and maternity. Our family-friendly leave guidance has been designed to support both staff and managers by guiding them through the procedures for the various family leave types, covering what needs to be considered and the steps that need to be completed.

Annual leave and holidays
The annual leave entitlement for full-time staff is all Public and Bank Holidays in addition to holiday entitlement and College Closure days: On appointment your holiday entitlement is 34 Days per year (includes 4 at Christmas and 2 at Easter College Closure days).

Staff Networks
We currently have six staff networks, focused on Disability, Gender, LGBTQ+, Race equality, Parenting/Caring responsibilities, and Menopause.
Disability and individual needs

We actively encourage disabled people to apply to work here. Goldsmiths is an accredited Disability Confident Employer. We are committed to the aims of Disability Confident and in particular we will:

- Ensure that our recruitment process is inclusive and accessible
- Communicate and promote all vacancies
- Offer an interview to disabled applicants who meet the essential criteria for the job
- Provide reasonable adjustments as required
- Support any existing staff member who acquires long-term health condition or becomes disabled, to help them to stay in work

Applying for jobs under the Disability Confident Scheme

As part of our commitment, we ask all job applicants if they want to be considered under the Disability Confident Scheme.

If you are disabled and apply for a job under the scheme, the recruitment panel will guarantee you an interview if they feel that your application meets all the essential criteria for the role.

Please note, that by opting-in to this scheme, you are disclosing that you are disabled solely for the purpose of applying for a guaranteed interview and we will not assume nor infer that you wish to disclose or record that you are disabled in any other way – including any reasonable adjustments you may need if you are employed.
Equality and diversity

We are passionate about advancing equality and celebrating diversity at Goldsmiths.

Goldsmiths has a rich heritage of challenging inequality in all its forms and equality, inclusion and social justice are values which are incredibly important to Goldsmiths. These values are enshrined throughout our rich history, entrenched in the subject matter of our research and teaching, and embraced by members of our community.

Our aim is to embed equality, diversity, and inclusion across Goldsmiths and make it a part of everything that we do by working together collaboratively and proactively. Goldsmiths has joined a group of leading companies from the energy, property, transport, engineering and creative sectors in taking the Inclusive Culture Pledge, overseen by leading diversity consultancy EW Group.

Goldsmiths is a Stonewall Diversity Champion, and we are proud of our strong commitment to advance sexual orientation and gender identity equality and to maintain an inclusive environment for everyone.

We are also a member of the Equality Challenge Unit – who work to further and support equality and diversity for staff and students in higher education institutions. We have signed up to the Athena SWAN charter to advance gender equality.