Candidate information pack

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About us

Goldsmiths: a close-knit community, a rich academic heritage, a creative powerhouse, a thought-provoking place.

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 south east 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.
## Business Systems Developer

<table>
<thead>
<tr>
<th>Job Reference:</th>
<th>A2A – 6022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>IT and Information Services</td>
</tr>
<tr>
<td>Grade/ Salary:</td>
<td>Grade 7</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Hours:</td>
<td>35 per week (Full time)</td>
</tr>
<tr>
<td>Location:</td>
<td>New Cross, London</td>
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</table>

### 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.

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Passionate about advancing equality and celebrating diversity. Together, we are different

Together we are different
Department of IT and Information Services

The Department of IT & Information Services (IT&IS) is responsible for providing a wide range of integrated services to support the learning and teaching, research and administrative work of the University. The Department plays a key role in ensuring that staff and students are provided with excellent facilities and high quality support services, to enhance their experience of working and studying at Goldsmiths. The Department also plays a vital role in developing and supporting the College’s major business systems, ensuring the effective use of digital technologies and enabling Goldsmiths to meet the issues and challenges facing universities in an increasingly competitive and demanding environment.

Guided by the IT&IS Strategy, the University has recently invested significantly in its IT infrastructure, security, systems and services and continues to do so. There are exciting projects and development programmes in service management, infrastructure, data management and business systems currently underway and planned for the future.

Job description

• Reporting to: Digital Product Manager

Summary:

The Business Systems Developer will contribute to the development and implementation of the Business Systems Strategic Plan. By using ITIL principles of Service Management they will support all aspects of the Business Systems development lifecycle and provide 2nd/3rd tier support.

Main duties:

The Business Systems Developer will be involved in all aspects of software development and will be developing new and amended software components, from supplied specifications in accordance to the development and security standards and processes.
**Business Systems Development:**

- Provide technical expertise in development projects that University’s objectives and strategic plan
- Acquire detailed knowledge and understanding of the University processes that the Business Systems portfolio support
- Maintain systems and processes which are used for planning, tracking and verifying project deliverables
- Ensure that context of problems and developments are understood and that an adequate options appraisal is conducted and presented appropriately
- Create clear defined work packages and technical documentation
- Develop the Business Systems according to the approved specified plan whilst using the recommend tools required
- Carry out robust testing in accordance to specified test plans, scripts, issues and results are well documented
- Liaise with the appropriate business users in all aspects of the development project
- Conduct post implementation reviews to ensure the development projects have been successfully applied

**Service Operation:**

- Follow all Service Management procedures, this includes Incident, Change and Problem Management
- Own 2nd/3rd Incidents and Service requests end to end and ensure accurate and timely updates are maintained in the corporate ITSM system
- Work with the IT&IS service desk to improve the Incident Management Process and provide the necessary tools, documentation, and training
- Ensure that all work is logged, allocated and prioritised using the corporate ITSM system and provide timely and efficient resolution to all Service Management procedures
- Consult with vendors to resolve incidents that are beyond the technical scope of the Business Systems team
• Contribute to service improvement projects across the Business Systems Portfolio and highlight potential problems and suggesting solutions to ensure continuity of service delivery
• Regularly update the Business Systems in regards to upgrades, patches and ensure that the system software is properly analysed, installed and thoroughly tested
• Use appropriate monitoring tools to perform routine database and infrastructure checks and ensure back up and restoration of databases are monitored. Liaise with Infrastructure colleagues to assist where appropriate
• Use database management tools to collect routine database performance statistics and create reports, including proposals for improvement
• Communicate any information security issues effectively to the Information Security Officer and Business Systems Management team
• Stay informed of security notifications and software patches and work with staff in IT&IS to ensure that the Business Systems portfolio is kept secure and security risks are minimised
• Assist the Head of Data Management and Integration on any incident, problem or development projects that impacts any of the Business Systems

Learning & Development:

• Adhere to the Personal Development Review Process (PDR), keep it up to-date and ensure any objectives that have been defined are completed to a satisfactory standard
• Develop and maintain knowledge of the Business Systems and its underlying technology, for example, reading relevant literature, being aware of vendor roadmaps attending conferences and seminars and through taking an active part in appropriate professional and trade bodies
• Attend and seek relevant training courses to enhance and develop your understanding of new technologies, IT principles and working practices
**General:**

- Attend and participate in relevant meetings with business users and Business Systems Management team as required
- Represent Goldsmiths at User Group meetings and seminars at local, regional and national events, and take part in online User Forums as appropriate to keep up to date with sector, other HEIs’ and system developments.
- Undertake any other duties as may reasonably be required
- Be 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

**Main relationships:**

- Application Delivery Manager
- Head of Business Systems
- Head of Data Management and Integration
- Head of Infrastructure Services and direct reports
- Associate Director, IT Service Operations
- Business Service Owners, Service Owners, Business and Service Operations Managers
- Information Security Manager
- Service Support Manager, Service Desk and Field Services
- Key Super users across the organisation and other departments as required
- Outside vendors of key infrastructure technology and services

**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 this 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

<table>
<thead>
<tr>
<th>Essential Criteria 1 – Qualifications</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educated to bachelor degree level or holds a relevant professional qualification.</td>
<td>A, C</td>
</tr>
<tr>
<td><strong>Holds (or working towards) an ITIL (Version 3 or later) Foundation Level Qualification</strong></td>
<td>A, C</td>
</tr>
<tr>
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<tr>
<td><strong>Desirable Criteria 1 – Qualifications</strong></td>
<td></td>
</tr>
<tr>
<td>Professional project management qualification (e.g. PRINCE2 foundation or equivalent)</td>
<td>A, C</td>
</tr>
<tr>
<td>Holds (or working towards) an ITIL Practitioner Level Qualification or above</td>
<td>A, C</td>
</tr>
<tr>
<td><strong>Essential Criteria 2 – Experience</strong></td>
<td></td>
</tr>
<tr>
<td>Proficient in developing and supporting one or more of the following:</td>
<td>A,I</td>
</tr>
<tr>
<td>Unit-E (Capita)</td>
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<tr>
<td>Scientia</td>
<td></td>
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<tr>
<td>Microsoft Dynamics</td>
<td></td>
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<tr>
<td>Agresso/Business World</td>
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<tr>
<td>Microsoft SQL Server</td>
<td></td>
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<tr>
<td>Proficient in working within a service management framework such as ITIL</td>
<td>A,I</td>
</tr>
<tr>
<td>Proficient in gathering requirements and designing solutions</td>
<td>A,I</td>
</tr>
<tr>
<td>Proficient in writing documentation including, process maps, technical documentation &amp; user guides for technical and non-technical audiences</td>
<td>A,I</td>
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<tr>
<td>Candidate information pack</td>
<td>Alison Mavis</td>
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**Proficient experience of 2nd/3rd tier IT support**

**Proficient in software development, build and deployment practices**

**Proficient in Test Management Techniques Principles, methods and techniques**

**Desirable Criteria 2 – Experience**

**Previous experience of working in a Higher Education environment**

**Proficient of Project Management and Business Analysis techniques**

(e.g. PRINCE 2, Agile and Business processing diagramming)

**Proficient in working on strategic development projects**

**Essential Criteria 3 – Knowledge**

**Proficient knowledge of software development practices and the operational requirements and challenges of supporting strategic Business Systems**

**Proficient and expertise in the use of one or more programming languages stated below:**

SQL, SSRS, Windows PowerShell, PHP, ASP.Net, C#
<table>
<thead>
<tr>
<th>Candidate information pack</th>
<th>Alison Mavis</th>
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</thead>
</table>

### Desirable Criteria 3 – Knowledge

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proficient and expertise in the use of one or more programming languages stated below:</td>
<td>A, I</td>
</tr>
<tr>
<td>Bash, Perl, C/C++, Ruby, Python, Chef/Puppet, JavaScript</td>
<td>A, I</td>
</tr>
<tr>
<td>Familiar with the Data Protection Act and GDPR</td>
<td>A, I</td>
</tr>
<tr>
<td>Familiar with network architectures and technologies</td>
<td>A, I</td>
</tr>
<tr>
<td>Familiar with DevOps and the Software Development Lifecycle (Agile / Waterfall)</td>
<td>A, I</td>
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</table>

### Essential Criteria 4 – Skills

<table>
<thead>
<tr>
<th>Skills</th>
<th>Essential</th>
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<tbody>
<tr>
<td>Technical competence in analytical, problem solving and solution design.</td>
<td>A, I, R</td>
</tr>
<tr>
<td>Requirement</td>
<td>Notes</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>High motivation towards providing an excellent service and have a positive approach and willingness to be involved in enhancing IT&amp;IS services</td>
<td>A,I,R</td>
</tr>
<tr>
<td>Able to work under pressure in a business critical service environment</td>
<td>A,I,R</td>
</tr>
<tr>
<td>Strong organisational skills and ability to manage multiple priorities to meet demanding deadlines</td>
<td>A,I,R</td>
</tr>
<tr>
<td>Willing to be flexible in response to the changing needs of the role and university</td>
<td>A,I</td>
</tr>
<tr>
<td>Ability to convey in both written and oral form technical and complex information in a clear and effective manner to staff at all levels with varying degrees of interest and skills including non-technical colleagues</td>
<td>A,I,R</td>
</tr>
<tr>
<td>Ability to work within a close knit team while still being able to work autonomously</td>
<td>A,I,R</td>
</tr>
<tr>
<td>Ability to deal with confidential and sensitive information and data with tact and discretion</td>
<td>A,I,R</td>
</tr>
<tr>
<td>To be committed to the professional development of self and team members</td>
<td>A,I,R</td>
</tr>
</tbody>
</table>

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 the 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 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
- 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.
We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.
Thank you for your interest in working with us, we wish you all the best with your application.

Help with applying

We are happy to supply information in alternative formats for disabled applicants. Please contact hrhelp@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 hrhelp@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.

**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.

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**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.