JOB DESCRIPTION

Job Title:	Head of IT Services
Department:	IT Services
Reports to:	Director of Infrastructure Services
Grade:	Fixed Salary (£60,000)
Location:	Hammersmith Campus

Key Purpose:

To provide leadership and management for all aspects of IT services and to deliver and develop the College's IT & Digital Strategy across multiple campuses whilst providing a focal point for technical recommendation and change. To line manage the IT Services support team and to ensure the availability, capacity and security of all centralised technical services.

Provide a strategic overview to maximise the effectiveness, efficiency, value for money and cyber security across the College and ensure that you meet the needs of students, staff & other stakeholders, and promote technological advances to facilitate academic & business processes.

Main Duties and Responsibilities:

- To be the College's recognised expert in information and communication technologies to ensure the IT infrastructure is secure and at the leading edge of best practice.

- To provide leadership & innovation in all aspects of delivery and play a lead role in producing, reviewing and delivering the College's IT & Digital Strategy.

- To specify and coordinate the procurement of IT and communications equipment, services, and software – ensuring compliance with financial regulations and licensing requirements.

- To assure the availability of the virtualized compute cluster, SAN, network (LAN, WAN, WLAN), firewalls, backup systems and other data centre technologies and services, including audio visual and end-user client computing.

- To lead the IT Services team to ensure the provision of an effective IT Service Desk, 1st, 2nd and 3rd line support services for staff, students and partners as required along with the College's printing/copying service.

- To maintain effective control of the IT operational budget and provide regular up-to-date financial reporting and forecasting.

- To implement an effective IT disaster recovery plan and rehearse exercises for the entire computing and communications provision.

- To participate and engage with audit processes on matters relating to the systems, processes, control and governance of IT systems and security.

- To manage the maintenance of all network, associated servers & hardware equipment in use as well as the telephony platform & connected systems.

- To maintain and develop effective security incident event management and network monitoring systems and ensure business continuity planning is in place.

- To provide leadership, inspiration and clear, stretching and measurable targets for IT Services staff through robust performance management to ensure a culture of continuous improvement and innovation which promotes excellence.

- To lead and manage the provision of customer focused, comprehensive technical support service to all users ensuring that all staff in the IT Services team provide a responsive, high quality service to staff of the College.

- To provide a curriculum focused service levels that ensures users are kept fully informed of job progress at all times and to monitor the efficiency and quality of the service.

- To manage and report on progress of projects within the remit of the IT Services department.

- To participate in relevant training and staff development opportunities where appropriate and to plan effective training and progression opportunities for all IT Services team members.

- To take an active part in appraisal and mentoring processes ensuring the promotion of Equality and Diversity and to adhere the Safeguarding and Prevent processes.

- To comply with the College's Financial Regulations and all relevant Health, Safety & Environmental Regulations, including asset disposal.

- To undertake all other duties as may reasonably be required by the College Leadership.

Method of Working
The College expects all members of staff to work effectively as part of a team, or teams, supporting staff and students, improving lives through, education, training, skills and development and fostering social and economic success, in line with the College's overall mission.

Public Relations
Considerable importance is attached to the public relations aspect of all work undertaken by Ealing, Hammersmith & West London College staff. It is a prime objective therefore, that all staff will at all times project to the public the image of the College as being keen to assist wherever possible, and committed to the highest standards of delivery and service.

Equality and Diversity
West London College regards the promotion, embedding and effective implementation of the College Equality and Diversity Policy as a shared fundamental responsibility for all colleagues.

Safeguarding
West London College is committed to safeguarding and prioritising the welfare of children, young people and vulnerable adults and expects all staff to share this commitment at work.

PERSON SPECIFICATION

Job Title	Head of IT Services
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A = Application Form C = Certificate I = Interview	P = Practical Assessment R = References T = Test	Essential or Desirable (E or D)	Method of Assessment
Approach/Values			
The ability to adopt an **Ambitious** approach – using **Innovation** and creativity to realise the College's vision		E	A, I
A demonstrable track record of accepting **Accountability** and taking responsibility for outcomes		E	A, I
A commitment to **Inclusion** – demonstrating an open, welcoming and supportive attitude to Colleagues and Students		E	A, I
The ability to act with Integrity by displaying a fair, open and honest approach		E	A, I
Commitment to the safeguarding of all students in the College and in the workplace		E	A, I
Ability and determination to promote equality and diversity throughout all aspects of College life, including employment and service delivery		E	A, I
Experience			
Extensive experience of implementing and supporting enterprise sized multi domain IT services within a large and complex organisation		E	A, I
Extensive experience of driving innovative and leading-edge improvements in core and user IT systems to deliver efficiencies and enhance customer services		E	A, I
Experience of managing and leading a multidisciplinary technical team		E	A, I
Proven experience of evaluative reporting and production of evidence-based proposals		E	A, I
Experience of managing operational and capital investment budgets		E	A, I
Experience of managing internal and external audit processes		D	A, I
Proven experience of implementing effective systems of performance management which continuously improve business performance across all spheres of responsibility		D	A, I
Education			
Relevant Degree and/or substantial experience of IT infrastructure management		E	A, C
Level 2 minimum in Maths and English (GCSE Grade C or above, GSCE Grade 4 or above, or equivalent)		E	A, C
Relevant Microsoft certifications (Fundamentals as a minimum)		E	A

ITIL Foundation Service Management Essentials	D	A
PRINCE 2 Foundation	D	A
In depth knowledge and experience of delivering IT Systems in the Education sector	D	A, I
Demonstratable knowledge of Data Protection and Cyber Security issues	E	A, I
Skills & Abilities		
Ability to provide the vision and leadership to motivate and inspire professional teams to deliver excellent customer service in IT which enhance the internal and external reputation of the College	E	A, I
The technical acumen to maximise the efficiencies and enhancements in service delivery through It across all areas of the College	E	A, I
Ability to enhance communication channels through innovative and unified telephony solutions	D	A, I
Ability to produce robust and high-level reports for governors and auditors	E	A, T
Proven ability to deliver and promote Equality 7 Diversity in employment and service provision within the College	E	A, I
Ability to develop positive, collaborative working relationship with partners, colleagues and governors	E	I, T

June 2022