Job Description and Person Specification for: Deputy Head of IT and Digital	
Department: Information Technology	**Reports to:** Head of IT and Digital
Salary (Grade/Point/Annual/Pro rata): E+ £50,510 - £56,307	**Responsible for:** IT & AV staff
Hours per week/FTE: Full time / 1 FTE / notionally 36.25 hours per week	**Shift Pattern:** Monday - Friday

Job Purpose/Summary:

As part of the senior IT leadership team, the Deputy will act as a trusted advisor to the Head of IT, providing leadership and mentorship to direct reports within the IT team whilst supporting the Head of IT in overseeing the delivery of technology and digital services, providing oversight in key areas of risk and compliance, driving operational excellence and deputising where appropriate. Managing IT projects and ensuring the smooth operation of the institution's IT infrastructure to support and enhance teaching, research and the student experience.

Main Responsibilities/Key Tasks:

Support the Head of IT and Digital:
- Act as a principal deputy and advisor to the Head of IT and Digital, contributing to both strategic planning and day-to-day operations.
- Support the Head of IT and Digital in developing and executing the digital strategy aligned with the institution's mission, goals and operational needs
- Lead key initiatives or projects as delegated by the Head of IT and Digital
- Provide input into IT budget planning, procurement decisions, and staff development strategies.

Cyber Security and Risk Management
- Lead the development, implementation, and enforcement of the university's cybersecurity strategy.
- Ensure of effective management of the security and integrity of the network infrastructure, facilities, data and software. Ensure suitable multi-layer security systems and mechanisms are in place to protect all IT assets.
- Support the development and implementation of business continuity and disaster recovery plans.
- Take timely and appropriate action to deal with any security breaches and incidents. Proactively identify and address issues with the potential to degrade service.
- Ensure the University is suitably informed in relation to advances in security and cyber threats and staff training is provided on an ongoing basis.

IT Governance:
- Support the development and implementation of appropriate policies governing the use of IT throughout the University to protect the institution, primarily in relation to acceptable use, user access control, data protection, GDPR, and security.
- Implement and maintain robust IT governance practices, ensuring alignment with the university's strategic goals and compliance with regulatory standards
- Inform the University of any legal obligations or issues relating to its use of Computing facilities.
- Provide required information and reports to auditors and other relevant external bodies as required and ensure management actions are effected within agreed timelines.

- Involvement in confidential workplace investigations such as fraud, whistleblowing or disciplinary matters, as required. Provide confidential usage reports and other relevant data as necessary. Appropriately escalate any instances of misuse.

Standard Operating Procedures (SOPs) and Quality Assurance:
- Develop and maintain clear, comprehensive SOPs for IT operations, ensuring consistency, efficiency, accountability and alignment with best practices and updates based on evolving technologies and risks.
- Lead internal audits and quality assurance reviews to ensure adherence to (SOPs) and identify areas for improvement.

Project Management:
- Manage and determine timeframes and budgets for relevant IT projects.
- Oversee developments of internal systems through design, build, test, training and deployment phases, ensuring they are fit for purpose, secure and delivered within agreed timescales and budgets.
- Provide clear, accurate updates to Executive staff and Governors.

Service delivery and operational Oversight:
- Lead cross-functional teams responsible for infrastructure, applications, helpdesk, and cybersecurity operations.
- Oversee the provision of a high-quality support service to students and staff. Supervise the IT service desk to ensure prompt call resolution and cost-effective service delivery.
- Provide third-level support to IT team members where required and ensure escalated requests are resolved in a timely and efficient manner.
- Evaluate the functionality of systems, identify and act upon opportunities to improve and update software and systems and ensure that IT facilities meet user and institution needs.
- Effectively plan and schedule system updates, upgrades and migrations to minimise downtime and disruption.
- Ensure accurate hardware audits are maintained. Manage and audit all software licenses and ensure total Software Asset Management compliance at all times.
- Ensure network and infrastructure documentation is maintained and updated.

Leadership and Team Development
- Provide leadership and mentorship to direct reports, fostering a collaborative, high-performance team culture.
- Identify training and professional development needs within the department.
- Promote innovation and continuous improvement. Invest in professional development opportunities for IT staff to stay ahead of technological advancements and industry trends.
- Provide effective leadership to and day-to-day management of relevant IT team members providing direction and setting of targets. Perform appraisals and reviews and identify options for training and career development.

Budgeting and resource management:
- Control and authorise the expenditure of designated budget areas.
- Establish positive relationships with suppliers and contractors and negotiate cost effective rates on behalf of the University. Review contracts with suppliers and pursue vendor comparisons.
- Plan, develop and implement schedules for regular replacement of equipment.
- Advise and make recommendations for expenditure to improve facilities.
- Specify cost and source hardware, software and infrastructure, ensuring compliance with Procurement Policy and procedure.
- Ensure new systems are fully assessed for weaknesses and vulnerabilities and Data Protection Impact Assessments are performed where required.

Additional Duties

- To undertake any additional duties and projects as requested by the Head of IT and Digital
- Demonstrate support for the University's commitment to equal opportunities and its Dignity, Diversity and Equality Policy.
- Demonstrate support for the University's Health and Safety Policy, ensuring that it is adhered to in the post holder's areas of responsibility.
- Undertake other activities identified from time to time commensurate with the level of the post.
- To work in line with the University's values.

Requirement:	Essential:	Desirable:
Education, Training and Qualifications	▪ A degree or equivalent in a discipline with a strong computing component.	▪ Experience of IT management and service delivery in higher education or healthcare is desirable ▪ Master's level qualification in an appropriate subject ▪ ITIL/PRINCE2 qualifications
Skills and Knowledge	▪ Highly technically capable with proven hands-on experience ▪ Thorough and up-to-date knowledge of enterprise-level IT systems, networking and security. ▪ Hands-on experience with disaster recovery and business continuity planning	▪ Change management ▪ Software development experience would be advantageous
Experience	▪ A minimum of 5 years' relevant employment experience ▪ Proven experience in managing IT Teams, infrastructure and large-scale IT projects. ▪ Experience of running a help desk ▪ Ability to plan, organise and execute complex projects and initiatives ▪ Proven track record for delivering projects within timescales and budget requirements ▪ Vendor management experience	
Personal Attributes	▪ Personal resilience ▪ High level of initiative ▪ Attention to detail and accuracy ▪ Confidentiality and privacy ▪ Excellent organisation and time management, communications and decision-making skills. ▪ Management and leadership skills	

	▪ Proactive to anticipate issues or situations with may impact service availability ▪ Ability to work within pressurised situations ▪ Strong business relationship skills ▪ Authoritative and confident within all levels of the institution ▪ Influencing and collaboration skills	
Abilities	▪ Ability to work unsupervised to strict deadlines when necessary are essential ▪ Ability to communicate clearly to users at all levels	

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NB: *The purpose of the job description is to indicate the general level of responsibility of the position. The duties may vary from time to time without changing their general character or level of responsibility.*

Health Sciences University is committed to equality of opportunity and welcomes applications from everyone regardless of ethnicity, gender, age, faith or sexual orientation.

April 2025