

BLAVATNIK SCHOOL OF GOVERNMENT

Job description and selection criteria

Job title	Head of IT and AV
Division	Social Sciences
Department	Blavatnik School of Government
Location	Radcliffe Observatory Quarter, Oxford, OX2 6GG
Grade and salary	Grade 9: £48,114 - £55,750 (with discretionary range to £60,905) per annum
Hours	Full time
Contract type	Permanent
Reporting to	Chief Operating Officer
Vacancy ID	147122
Closing date	12 noon GMT, Monday 17 August 2020

The Post

Highlights of the role

Do you want to work in a vibrant, challenging and rewarding environment where you will be encouraged to craft solutions working with a team that is fully embedded within the Blavatnik School? This role will give you the opportunity to have real impact and to drive significant growth and innovation. You will lead in developing potential areas of growth, such as online learning; and in the design and delivery of an IT strategy that builds these essential capabilities within the School.

The Blavatnik School of Government wishes to appoint a Head of IT and AV to provide leadership of the School's IT and AV operations. The School is committed to an ambitious set of education, research and engagement programmes which depend upon high quality IT/AV infrastructure, development, and services. This is an exciting time to join the School as it deepens its commitment to online learning, prepares for a



refresh of the School's IT/AV infrastructure and expands the reach of its teaching, research and engagement globally.

High-quality IT and AV are critical to the School's activity and these services are developed from within with the support of a team embedded within the School. The Head of IT and AV will work with colleagues in an informed and engaged way, and will be respected for their expertise in delivering integrated solutions across all systems in the School.

The successful candidate will manage a dedicated team of four full-time staff. S/he will lead strategic thinking about IT/AV investments and delivery and the future provision of services, combining strong technical experience with a highly attuned customer orientation. S/he will hold the budget for IT and AV, will analyse IT/AV expenditure and contracting and contribute to the budget planning for software, hardware and contracted services to ensure best value and operational efficiency. The postholder will be a member of the School's Senior Administrative Team, working closely with faculty and the leaders of other key operational areas.

Key Responsibilities

- To establish and maintain excellent relationships with colleagues and partners to ensure that IT and AV services effectively and reliably meet the School's needs:
 - To play a full, collegiate role as a member of the School's Senior Administration Team and contribute to the setting and delivery of its strategy and operational plans;
 - To develop extensive relationships with academic, research, professional staff and students to ensure their needs are reflected and addressed in IT/AV strategy, project planning and service delivery;
 - To represent the School's IT/AV services at senior management meetings and represent the department in initiatives within the School, across the Division and the collegiate University and externally. Give presentations and write reports to promote new ideas, concepts and strategies to the School's management team or external meetings as required;
 - To maintain open, collaborative and productive relationships with partners and suppliers.
- To develop and implement the School's IT and AV strategy
 - To set a strategy that anticipates the needs of the School and marshals resources effectively to address these;
 - To engage actively in wider School strategy-setting, bringing an expert perspective on how digital platforms and solutions can help the School deliver its core objectives.
 - To define a service strategy to meet the effective needs of the School community, manage the operation of the services and proactively identify opportunities for service improvement, including the use of centralised services or external suppliers where appropriate;
 - To play a particular role in the development of the School's use of learning technology to support education programmes by assessing the School's requirements for dedicated learning technology resource and make appropriate recommendations, taking account of the support available from the University's Centre for Teaching and Learning.

- To support and sustain a focus on user needs within IT and AV support services:
 - To create a 'listen first' culture that establishes user requirements before reaching for solutions;
 - To help colleagues bring their technical expertise to problems and solve them collaboratively with non-technical users;
 - To model an approach that is constantly asking how IT and AV expertise can make the School better.
- To provide excellent leadership to the IT and AV team:
 - To manage the IT/AV team (currently four staff), including staff recruitment, supplier management, induction, development and performance assessment. Set goals and standards for the team, and manage performance and progress against these.
- To steward the School's IT/AV resources effectively, by ensuring accountability for expenditure and service-delivery and proactively managing IT/AV capital infrastructure and assets:
 - To formulate and manage an annual overall IT and AV budget (in conjunction with the Director of Finance and Resources).
 - To develop business cases for IT/AV investment where needed and oversee the procurement of all services, equipment, software and hardware.
 - To manage and drive value from relationships with external suppliers.
- To provide sufficient levels of technical expertise and competence across the range of IT and AV activities to guide colleagues and be able personally to add value in the resolution of complex problems:
 - To ask the right challenge questions of technically skilled colleagues to assure solutions are well considered;
 - To create the conditions in which the team can solve complex IT/AV problems to ensure consistency of provision.
- To act as the School's Information Security Officer:
 - To ensure team members are aware of the legal requirements for data protection and information security, and able to provide expert advice to colleagues;
 - To put in place systems and training to support all members of the School in understanding and adhering to data protection and information security policies;
 - To take a lead role in ensuring appropriate levels of information data protection and business continuity within the School, including risk registers, contingency planning and audits.

This list is not intended to be exhaustive; the person appointed to the post will be expected to respond flexibly to changing operational requirements and undertake other duties appropriate to the grade.

Selection criteria

Applications will be judged only against the criteria that are set out below. *Applicants should ensure that their application shows very clearly how their skills and experience meet these criteria.*

Essential

1. A degree level education (or equivalent) and the intellectual ability and analytical skills to think and act strategically and to deal with complex problems.
2. Significant experience defining and managing IT service delivery and / or advisory role.
3. Extensive experience of managing IT and/or AV systems and projects within a service-oriented environment, ensuring resilience, reliability and performance of services.
4. Experience of managing infrastructure and/or software development and/or software procurement projects.
5. Proven success in defining, communicating and executing IT/AV strategy that aligns with the strategic priorities of the School.
6. A pro-active approach to identifying and overcoming problems, and a commitment to improving service levels using industry best practice.
7. Successful staff and team management experience.
8. Excellent interpersonal skills, including the ability to work confidently and effectively with staff at all levels, and with people of diverse nationalities and backgrounds.
9. A professional and flexible approach to work and meticulous attention to detail.
10. An affinity with the mission of the Blavatnik School of Government and a strong interest in delivering excellent IT/AV service and solutions within a teaching and research environment.

Desirable

1. Experience of setting and managing budgets.
2. A working knowledge of the Higher Education sector and/or familiarity with learning technology.
3. Familiarity with software development methodologies.
4. Familiarity with service management methodologies, such as ITIL, together with programme and project management methodologies, tools, and techniques such as PRINCE2 or MSP; and familiarity with Cloud services (MS Azure, Amazon Web Services, and/or Google Cloud).

Please note that the appointment of the successful candidate will be subject to standard compulsory pre-employment screening, such as right to work checks. Please [click here](#) to read the candidate notes on the University's pre-employment screening procedures.

Overview of the role

As the youngest department in the University of Oxford, situated in one of its newest buildings, the School has sought from the outset to integrate technology and digital solutions into its support to faculty, students and staff and into our interaction with external partners. In 2012, we were the first department to experiment with providing all students with tablets (at a time when less than 20% had access to one). In 2016, we were the first department to offer a Massive Open Online Course. The School aspires to be an early adopter of new innovations that could subsequently be introduced across the University. The Head of IT and AV will champion these innovations and be responsible for overseeing pilot introductions of new software and products so that the School and University can learn effective lessons from these.

The post breaks down into seven key areas of responsibility: strategic leadership, resource management, information security, infrastructure, development, systems maintenance and user support.

The postholder is a member of the School's Senior Administrative Team, made up of the professional leads in each of the key areas of activity. In this group and by advising the Strategy and Resources Group (the faculty-led oversight group for the School), the postholder will match the ambitions of the School with strategic plans for IT/AV investment and delivery. S/he will have the acute listening skills to understand the needs of internal and external customers and the technical expertise to generate cost-effective, tailored solutions to meet these needs. In addition to technical understanding and skills, we are looking for someone who is an excellent forward-thinking leader and manager, who has the commitment and drive to see through projects from inception to delivery.

The team's current roles comprise service desk, systems administration, software development and AV service management. To support the School's increasing level of online teaching, additional learning technology resources (freelance or fixed-term contract) may be added to the team. The School has support contracts in place with the University's IT Services department for specialise services. The postholder is responsible for assigning resources to meet the School's needs, while keeping the cost-base for IT/AV operations under review. The postholder is the School's information security manager. Working closely with the University's information security team, s/he maintains the profile of training and actions to protect the School's information and IT/AV systems from harm.

The postholder is responsible for oversight of the IT infrastructure, hardware, software, and AV installations in the building. As we come to the five-year anniversary of occupying the building (November 2020), a programme of renewal and replacement needs to be planned and delivered. Drawing on the experience of the IT/AV team and the feedback of building users, the postholder will be accountable for the delivery of this suite of projects by co-ordinating team members and externals, while maximising the reliability and functionality of the existing infrastructure.

The Head of IT and AV will have experience and knowledge of developing software and will work alongside the Faculty and the academic services and facilities teams, adapting and streamlining systems to support an excellent teaching and research environment and to encourage and stimulate efficient working. S/he will be capable of supervising and supporting the technical staff in the maintenance and improvement of the School's systems, drawing effectively on support from the University teams who oversee shared systems and platforms.

The postholder will set a high standard for customer service. The School's 150+ staff require outstanding support to allow them to maintain effective working, often remotely, including from overseas fieldwork. The postholder is responsible for managing the Service Desk, ensuring that incidents, problems and service requests are managed efficiently and with high levels of customer care. The team also provides onsite support to 120+ students with IT issues relating to the School's infrastructure or systems.

The Blavatnik School of Government

Our vision is of a world better led, a world better served and a world better governed. We are a global school committed to improving the quality of government and public policymaking worldwide, through three routes: teaching current and future leaders; applied research; and engagement with government and practitioners.

The School was founded in 2010. We accept around 120 MPP (Master of Public Policy) students and five doctoral students a year.

The School holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

For more information please visit: www.bsg.ox.ac.uk

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities. Income from external research contracts in 2016/17 exceeded £564m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation

Pre-employment screening

All offers of employment are made subject to standard pre-employment screening, as applicable to the post.

If you are offered the post, you will be asked to provide proof of your right-to-work, your identity, and we will contact the referees you have nominated. You will also be asked to complete a health declaration (so that you can tell us about any health conditions or disabilities so that we can discuss appropriate adjustments with you), and a declaration of any unspent criminal convictions.

We advise all applicants to read the candidate notes on the University's pre-employment screening procedures, found at: www.ox.ac.uk/about/jobs/preemploymentscreening/.

How to apply

Before submitting an application, you may find it helpful to read the 'Tips on applying for a job at the University of Oxford' document, at www.ox.ac.uk/about/jobs/supportandtechnical/.

If you would like to apply, click on the **Apply Now** button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of three referees and indicate whether we can contact them now.

You will also be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. Further help and support is available from <https://hrsystems.admin.ox.ac.uk/recruitment-support>. To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/. The University's Policy on Data Protection is available at: www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at **grades 1–7** have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to My Family Care, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

Childcare

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/home>

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disabled-staff>

Staff networks



The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

