

## JOB DESCRIPTION

<b>Job Title</b>	<b>Director of Digital Infrastructure &amp; Operations</b>
<b>Ref no</b>	<b>DLS22</b>
<b>Campus</b>	<b>Hendon</b>
<b>Service</b>	<b>Digital &amp; Library Services</b>
<b>Grade</b>	<b>Senior Manager</b>
<b>Salary</b>	<b>Competitive</b>
<b>Hours</b>	<b>As a professional contract, there are no set hours stipulated. The postholder will be expected to work flexibly and for such reasonable hours as are necessary in order to fulfil the duties and responsibilities of the post</b>
<b>Period</b>	<b>Permanent</b>
<b>Reports to</b>	<b>Chief Operating Officer &amp; Chief Information Officer</b>
<b>Direct Reports</b>	<b>IT Support Manager Head of Cyber Security Head of Networking Head of Identity Access &amp; Platforms IT Asset &amp; Development Manager AV Team Leader</b>

### **Overall Purpose:**

The Director of Digital Infrastructure & Operations will oversee the university's digital infrastructure, ensuring robust, secure, and efficient operations. This role focuses on managing the technical backbone that supports all digital services and ensuring seamless user experiences.

You will exercise strong budgetary and financial control, overseeing the allocation and utilisation of resources in the most efficient manner. This will involve you using critical analysis, strategic planning, and judicious decision-making to ensure that all projects and operations deliver value for money and contribute positively to the University's financial sustainability.

This role requires a leader who can navigate complex challenges, inspire a team, manage substantial budgets, and drive significant change, all while upholding the highest standards.

### **Ways of Working:**

All members of the University Senior Management Group will make a strong personal contribution to a collaborative leadership approach and operate as a coach for the staff that report to them. University Senior Management Group members will be expected to uphold and role-model our values and to work for the good of the community and to have a demonstrable commitment to equity, diversity and inclusion.

Leadership and management of strategic change will be essential in the role, and the ability to work as part of a cohesive senior leadership group is fundamental to this role.

All members of the Senior Management Group will bring a positive approach to continuous improvement, prioritising user experience and ensuring efficiency and effectiveness in their areas of responsibility, including those achieved through successful technology deployment.

The responsible management of university resources including the ability to set and manage budgets is also critical at a time of increasing constraint for the sector.

**Main Duties and Responsibilities:**

- Provide senior leadership of the Digital & Library Service, alongside the Directors of Digital Products and Projects, and Director of Library & Digital Skills
- Lead the Infrastructure, Cyber Security, and first line IT support functions within the Digital and Library Services department
- Stay informed about new and emerging technologies and approaches, and take the lead in identifying, recommending, evaluating and implementing appropriate new systems and services to enable the University to make the most effective use of IT, in particular the adoption of cloud and IT technologies
- Ensure the security and resilience of digital systems and data
- Ensure business continuity and disaster recovery plans are complete and tested on a regular basis
- Ensure compliance with health and safety legislation and best practices, implementing policies and procedures that ensure facilities are safe, compliant with regulations, and environmentally sustainable
- Lead initiatives to enhance environmental sustainability and reduce the University's carbon footprint, embedding sustainability principles in all digital operations
- Develop and implement strategies to optimise digital operations and reduce costs
- Maintain a thorough awareness of relevant industry standard good practice, and to identify and recommend appropriate implementation strategies where this would be of benefit to the service
- Maintain and develop a full awareness of the University's business needs in the context of the HE policy and regulatory framework by liaising and working closely with senior management and other colleagues
- Work as a member of the University senior management, playing a central role in the further development and implementation of the University's strategic plan. Contribute to the leadership of cross-University projects and initiatives as required by the Chief Information Officer and appropriate to the role holder's strengths and development
- Deputise for the Chief Operating Officer & Chief Information Officer as appropriate

## **PERSON SPECIFICATION**

### **Job Title: Director of Digital Infrastructure & Operations**

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria.

### **SELECTION CRITERIA**

#### **Education/Qualifications**

Essential:

- A degree in a relevant field such as IT, Computer Science, Engineering, or Business Administration or equivalent experience in a complex administrative role

Desirable:

- Professional qualification
- An additional qualification in project management, finance, or leadership would be advantageous

#### **Experience/Knowledge**

Essential:

- Extensive proactive and broad ranging experience of systems and infrastructure operational management and customer support, ideally within both private and higher education sectors
- Extensive experience in senior management roles within IT/Digital functions, ideally within the higher education sector or a similarly complex organization
- Demonstrable success in leading substantial change programmes and managing large-scale projects
- Evidence of successfully introducing new computer systems developments within a devolved management environment
- Proven track record of effective financial and resource management in a comparable role
- Strong financial acumen and the ability to manage large budgets effectively, with a focus on cost-efficiency and value for money
- Knowledge of current health and safety legislation, compliance requirements, and environmental sustainability practices
- Experience of developing and leading high performing services, of a similar scale and complexity, with a successful track record of improving financial efficiency and effectiveness

Desirable:

- Experience reporting to a member of the senior leadership team e.g. CIO/PVC in a complex organisation

#### **Skills**

Essential

- Demonstrates broad, strategic thinking by anticipating sector trends and innovations and actively seeking opportunities for improvement
- Drives the implementation of new or complex ideas, advocating and generating innovative solutions to navigate organisational challenges

- Ability to effectively influence and communicate with diverse groups & audiences, including University Board & Committees
- Ability to formulate innovative and creative ideas into actionable practices to drive and improve organisational performance
- Demonstrates a high level of critical thinking and analytical skills, including the ability to analyse complex problems and present evidence-based solutions
- Highly skilled in people management practices, with the ability to lead large teams within complex organisational structures
- Ability to lead, coach and develop individuals and drive a high-performance culture which inspires creative thinking and problem-solving

### **Equality Diversity and Inclusion**

Essential:

- Demonstrable commitment to fairness and the principles of equality and inclusion



## **Terms and Conditions**

### **Diversity**

We value diversity and strive to create a fairer, more equitable work environment for our staff and students. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

### **Flexibility**

Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

### **MU Services Limited**

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff. All University professional services staff job descriptions, policies and procedures and the University Professional Services Staff Handbook will apply to both Middlesex University staff and MU Services Limited staff during their employment, unless where expressly stated otherwise. Staff will remain with their current employer, unless they move to an academic or academic related role.

### **Annual Leave**

35 days per annum plus eight Bank Holidays and seven University Days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

### **Travel to Hendon Campus**

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

### **Public Transport**

Our Hendon Campus is well served by public transport with buses, London Underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL ([www.tfl.gov.uk](http://www.tfl.gov.uk)) and have a look at our directions and location map to help plan your travel: <http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

### **Parking**

There are currently *Regular Parking Permits and Pre-Paid Parking options* available to new joiners. *Further details are available on the Travel and Transport page on the staff intranet.* Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.

### **Parking for Disabled Staff**

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

**What Happens Next?**

If you wish to apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please contact James Smith, Chief Operating Officer & Chief Information Officer, via email at [j.g.smith@mdx.ac.uk](mailto:j.g.smith@mdx.ac.uk)