Candidate Information

Position: Head of Digital Transformation - Deputy Director
School/Department: Information Services
Reference: 19/107648
Closing Date: Monday 29 July 2019
Salary: Salary will be commensurate with experience
Anticipated Interview Date: Friday 6 September 2019

JOB PURPOSE:

This senior leadership role will support the delivery of the new IS strategy via the delivery of the Digital Transformation Programme of Work. The Digital Transformation Programme is a key component of the Information Service Strategic Plan and is seen as a key enabler for delivering the digital infrastructure called out in the Queen's Corporate Plan.

They will also deputise for The Director of Information Services becoming the second most senior post in Information Services after the Director and will cover for the Director on an official basis at all times whilst the Director is engaged in other strategic initiatives such as the Belfast Regional City Deal.

The post holder will provide the transformation leadership of the delivery of the Dynamic Digital Experience highlighted in Queen's Corporate Plan for students and staff.

MAJOR DUTIES:

1. Take the lead role in the development and implementation of the Digital Transformation Programme within the context of the University's Corporate Plan and the changing academic, financial and political environment.
2. Undertake the role of IS Director on an official basis at all times whilst the Director is engaged in other strategic initiatives such as the Belfast Regional City Deal. It is anticipated that this will represent 20%-40% of the post holders workload.
3. Manage and lead the introduction of modern software development practices, as defined via external benchmarks, into Queen's Information Services team. These new methodologies and technologies will be used to deliver the best possible service to the customer base.
4. Deliver measurable and significant impact on the user experience. Establish and report on accurate metrics to prioritise and evaluate the IS Digital Transformation Programme based on industry best practice e.g. Return on Investment, impact on student and staff satisfaction.
5. Work with the Queen's Executive Board in the development of a university wide Digital Transformation Strategy and Roadmap..
6. Responsible for the development and obtaining approval of business cases for projects within the IS Digital Transformation Programme.
7. Ensure customer feedback and quality processes are in place for all areas of responsibility to provide evidence-based improvements in the service delivered by IS Digital Transformation Programme.
8. Develop and manage the relationships with key strategic third-party digital delivery partners, The focus should be on ensure that Queen's leverages on the capabilities of these partners to progress the Information Services Strategic Plan.
9. Drive advocacy and generate demand of digital capabilities across the Senior Management Team at Queen's.

Planning and Organising:

1. The post holder will be a key participant in setting the strategic direction of the Information Services and the successful realisation of the annual operational planning process.
2. Direct the Digital Transformation Programme activities, across the University, to deliver the desired outcomes of the Information Service Strategic Plan,

3. Plan, prioritise and organise individual, team and supplier activities with an appreciation of longer-term goals, ensuring plans supports Queen's Corporate Plan requirements for a Dynamic Digital Experience.
4. Update the roadmap for the Digital Transformation Programme on a rolling five year basis and lead the implementation of projects to realise the roadmap.
5. Contribute to the on-going development of the Information Services Strategic Plan and the Digital Transformation aspects of Queen's Corporate Plan.

Resource Management Responsibilities:
1. Ensure the financial plans for the Digital Transformation Programme are developed and that services operate effectively within a budget.
2. Initiate and explore ways of improving efficiency, effectiveness and promote improvements in value for money.
3. Assess the workforce implications of the proposed developments including training and development needs and requisite skill sets
4. Lead and manage staff in a major functional area or service grouping, developing them and raising their performance.

Internal and External Relationships:
1. In partnership with relevant stakeholders develop a programme of transformation activities that are prioritised and supported across the University
2. Provide advice on digital technology and its benefits to senior colleagues from all areas of the University.
3. Represent Queen's on national committees such as UCISA, Russell Group IT and external bodies, ensuring that Queen's broader strategic imperatives are supported by national initiatives in the digital environment.
4. Lead Queen's relationship and negotiations with key national and international suppliers of digital and Cloud based infrastructure.

ESSENTIAL CRITERIA:
1. A 2.1 or higher Honours degree in Computer Science or related discipline.
2. Experience of leading strategic change management programmes in a complex private sector firm or significant public sector organisation.
3. Experience of leading and delivering digital transformation programmes and working with multiple partners and stakeholder groups.
4. Extensive experience in Agile software delivery methodology.
5. Strong financial acumen with the ability to develop and manage budgets.
6. A proven track record of delivering strategic outcomes with flexibility and creativity.
7. Significant Experience of managing large teams.
8. Ability to communicate effectively, written and oral, with both technical and non-technical staff at all levels within the University and across industry sectors.
9. Manage and develop relationships with senior stakeholders and clients, including at the board level.
10. The ability to negotiate with, influence and motivate key stakeholders.
11. Proven ability to successfully manage interactions with internal business partners and third-party solution providers.

DESIRABLE CRITERIA:
1. Membership of British Computer Society or Institute of Engineering and Technology (IET).
2. Project Management accreditation (e.g. PRINCE2 Practitioner).
3. Experience of developing innovative solutions utilising Cloud based services.
4. Knowledge and experience of cyber security standards such as ISO 27000.
5. Experience of using social media channels to promote employer's reputation.