JOB DESCRIPTION /
IT & TECHNICAL SERVICES MANAGER

University of
Kent

Academic Divisions/ Divisional Operations: Technical Services

The University of Kent is a leading UK institution with an excellent reputation for outstanding teaching, strong research and international links. There are many new initiatives underway to build on existing strengths, such as Signature Research Themes, the Institute for Cultural and Creative Industries and the Kent and Medway Medical School.

The University is continuing to look to the future whilst responding to sector-wide challenges. Kent has set out a vision and strategy that builds upon strong foundations in education, student experience and research, embracing flexibility and growth to ensure a sustainable future for our community, and to enable the University to further its position and navigate these challenges successfully.

As part of this, we're reshaping our operating model to ensure our directorates and academic divisions are effective, efficient and focused sharply on delivering the University's ambition to be a leading civic university; delivering an outstanding student experience, outcomes, and world-leading research.

Reference:

Salary:
Grade 8

Contract:
Ongoing
Full time

Location:
Canterbury; with requirement to work across campuses

Responsible to:
Director of Operations

Responsible for:
IT & Technical Services Team

Activities: Technical Services; Divisional H&S, COSSH oversight

Job family:
Technical

Job purpose

The IT & Technical Services Manager will provide leadership and operational oversight for the Division's Technical Services team, provide input into overall divisional strategy and is the overall lead for Health & Safety within the Division. They will bring together the technical community within the Division to deliver an excellent, effective and efficient technical workforce, equipped with the knowledge, skills and training to enhance and enable the educational and research activity taking place in the Division.

Working with the *Head of Profession* for Technical Services, the IT & Technical Services Manager will deliver consistent and coherent technical provision and processes for staff, students and visitors across the Division.

They will also ensure that technical staff within the Division are able to take advantage of the recognition and career development opportunities afforded through the Technical Commitment.

The role holder will also need to work with the *Heads of Profession* for IT, Health & Safety and Estates in fulfilling the role.

Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

1. Provide strategic direction and leadership of IT and Technical Services support across the Division to facilitate the smooth operation of education, research and innovation and administration for all disciplines. This will necessitate a full review of existing provision and the development of an operational plan to ensure that all the Division's disciplines benefit from parity of provision and that single points of dependency are removed wherever possible thus providing resilience within the team.

2. Strategic management of the Division's technical infrastructure, including all equipment and relevant network infrastructure, to meet the operational and technical demands of the Division's distinct disciplines' education, research and civic mission requirements. The IT and Technical Services Manager will contribute to technical tasks as appropriate but ordinarily they will be discharging these responsibilities with the support of team members.

3. Manage all equipment budgets ensuring value for money and delivery against the operational and strategic needs of the Division within the IT, Technical Services and Health & Safety remits.

4. Work closely with the Head of Technical Services to ensure consistent and robust health and safety-related procedures are in place across the division such that they are compliant with policy developed by the Safety, Health and Environment Unit so that staff, students and visitors are able to conduct education and research in a safe, effective and compliant manner.

5. Engage productively with the Information Services directorate and colleagues in other Divisions in order to enhance existing working relationships to the benefit of all and participate in communities of professional practice as required.

6. In partnership with Estates, the Director of Operations and other key divisional staff, manage and develop the Division's building infrastructure to ensure that the Division's strategic ambitions can be supported through the necessary expansion of spaces to support growth and the continued enhancement of facilities in order to provide an appropriate working environment for all.

7. On behalf of the Director of Operations, lead on the technical aspects of major projects (e.g. building refurbishments, moves, transfers and relocations) liaising with key stakeholders internally and externally in order to ensure delivery of efficient and effective services as well as continuity of service.

8. Ensure the Division complies with University policies and regulations as well as external regulations and law, developing divisional policy in the areas of IT, Technical Services, Health & Safety and put in place mechanisms to deliver against those policies and to monitor and ensure compliance.

9. Lead, motivate and develop relevant staff, providing clear objectives and managing performance against these, to ensure that staff are appropriately motivated and trained to carry out their responsibilities to the required standards in terms of service expectations.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

1. As a wide ranging and strategically important role for the Division, the post holder is a senior member of the professional services team and will oversee a variety of key activity and need to be able to use their influence and persuasive skills across a range of stakeholders.

2. Managing a complex workload with competing demands and deadlines, the role holder will agree objectives and overall priorities with the Director of Operations but is expected to manage the work of their team and/or enter into positive negotiations with stakeholders to ensure targets are met.

3. The post holder will use their expertise and experience to identify best practice and strategic opportunities which can be shared with the *Head of Profession* and the wider community of practice in order to inform institutional priorities. This also applies to the related *Heads of Profession* for IT, for Safety, Health and the Environment and for Estates.

4. While the role manages one strand of activity – technical services – the term is used to describe one of the most varied and wide-ranging staff groups at Kent. As such the variety of technical skills and range of professional expertise is wide, covering semi-skilled, skilled, academic and expert level staff. Technical staff are both core and grant funded, and roles range across research, teaching, facilities, stores, workshops and specialist roles. The IT and Technical Services Manager has to provide coherent and effective leadership that brings together this group of divisional staff into one community with a shared goal and common purpose despite these differences.

5. The University is going through a significant period of change. As academic schools are brought together into divisions, there will be a significant amount of work to deliver consistent and coherent processes. These will touch a number of professional services (e.g. Estates, IS, Health and Safety) and *Heads of Professions* and the role holder will have to negotiate and deliver consistency in the face of likely challenge.

Facts & figures

The IT & Technical Services Manager will be responsible for all IT and technical provision for the Division, managing a multi-disciplinary team of technical staff across a range of academic disciplines.

In agreement with the Director of Operations the IT & Technical Services Manager will be responsible for manging divisional budgets relating to the delivery of technical services.

The Technician commitment includes 4 key areas including visibility, recognition, career development and sustainability of technicians within higher education.

Internal & external relationships

Internal: Students, academics and professional services staff within the Division; as well as staff in other Divisions and central professional services departments. Heads of Professions

External: Stakeholders from external bodies including professional bodies relevant to the Division, suppliers, contractors, consultants, local, regional and national technical networks, industry and funding partners and visitors.

The role holder is expected to demonstrate a commitment to equality, diversity and inclusion; promoting collaboration and positive partnerships, working harmoniously with colleagues, students and other stakeholders of all cultures and backgrounds.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Ability to travel in a timely and efficient manner regularly between campuses
- Conflict resolution
- Working with machinery
- Manual handling – lifting and moving specialist IT equipment
- Working in a hot environment with electrostatic charges

Further Technical Specialisms

Technical Services roles have common accountabilities across role types. The following provides an overview of any additional technical specialisms which are specific or unique to this role:

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear <u>evidence</u> and <u>examples</u> in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

The IT & Technical Services Manager will be a highly-experienced and operationally strategic manager, with a strong track record in delivering high-quality technical services provision ideally within a Higher Education setting. They should be an experienced technical practitioner with a breadth and depth of technical experience to manage the Division's portfolio of technical services. They will have an in-depth knowledge of Health and Safety issues and relevant statutes, rules and regulations. It is also expected that they will be someone who is committed to high performance and continuous improvement.

They will be able to demonstrate the following skills, experience, abilities and personal interests:

Essential	Assessed via
• Degree in a relevant technical discipline, or equivalent qualification or experience	A
• Significant experience successfully managing a technical team or an equivalent specialist subject area, proactively delivering positive change and improvements	A
• A comprehensive understanding of Health & Safety practices and procedures in a technical and/or educational setting. For example, Health and safety law, COSHH, risk management.	A, I
• Extensive experience of ensuring the safe operation of practical facilities. For example, laboratories, studios, theatres and production environments.	A, I
• Clear understanding of student experience requirements from a technical perspective and a commitment to align University processes and procedure such as to enhance this experience	A, I
• Significant experience providing technical support to research & innovation projects along with an understanding of the requirements of research facilities and research project funding	A, I
• Significant experience managing large budgets and financial planning to meet strategic objectives and operational requirements	A, I
• A successful track record of developing and translating strategic plans and decisions into operational practice, in line with divisional and wider University strategy	A, I
• Excellent and effective negotiation, influencing and communication skills, particularly the ability to persuade and inspire colleagues to work collaboratively and to explain complex technical concepts to non-specialists	I, T
• Ability to produce clear and concise written materials for technically and non-technically literate audiences	A
• The ability to think and act strategically and to work both consultatively and at pace	I, T
• Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research	I
• Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role	I
• The ability to enable those at Kent to reach their full potential	I
Desirable	Assessed via
• Professional registration	A
• Knowledge and experience within the core subject areas of the recruiting division	A,I
• A relevant Health and Safety management qualification	A
• Cognisant of the challenges and strategic issues facing higher education	I, T

* A - Application; I - Interview; T - Test/presentation at interview stage