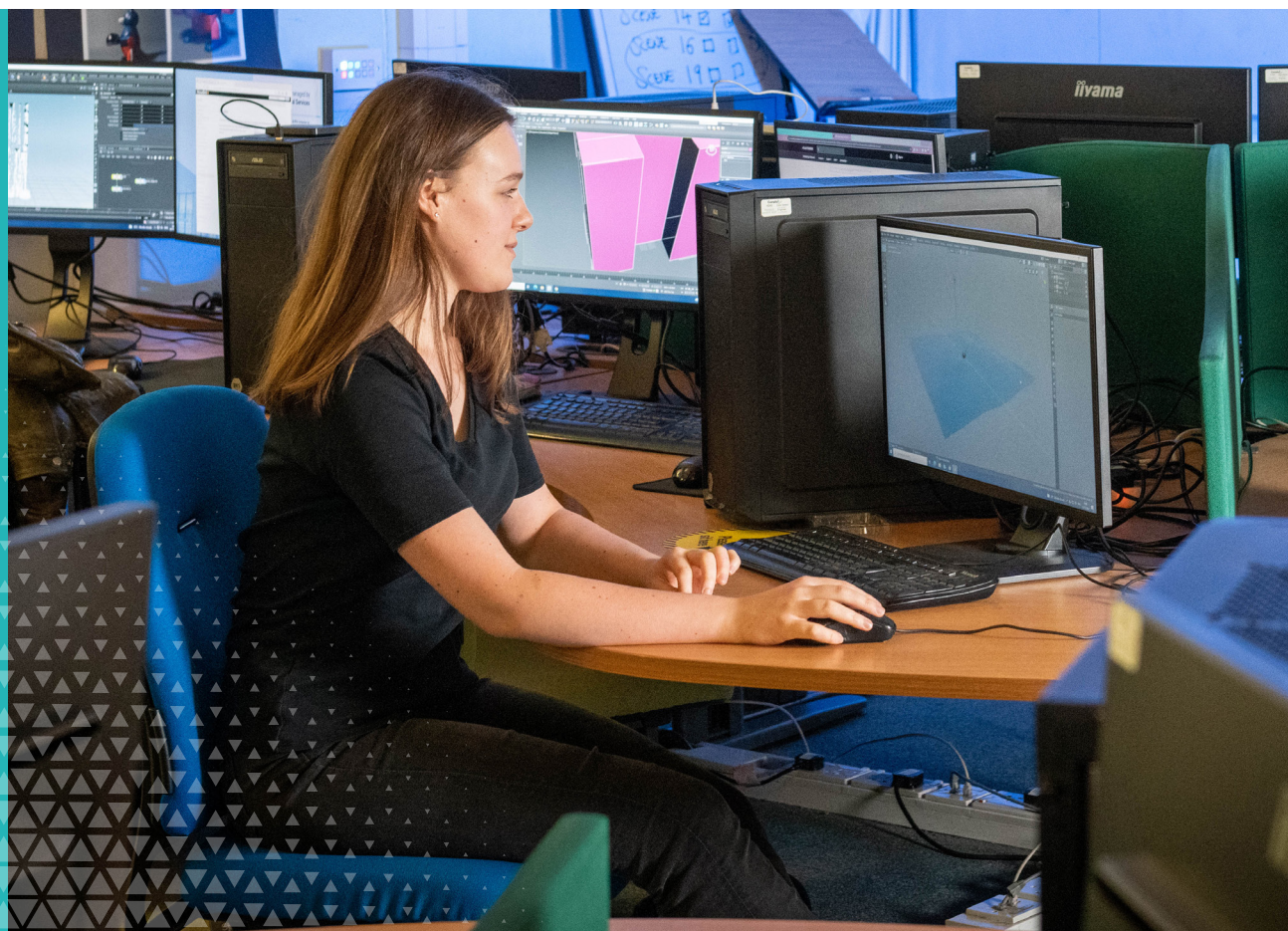


Candidate brief for the position of
**Head of IT Operations and
Deputy Director of IT**

September 2024



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Welcome from the Principal and Vice-Chancellor

Glasgow Caledonian University is ambitious to transform lives, delivering excellent education and research that is accessible and impactful for the communities that we serve. We work in partnership with diverse organisations in the city of Glasgow, across Scotland and the UK, and globally.



We are recruiting a Head of IT Operations and Deputy Director of IT who will manage and lead the day-to-day operations of the IT Department, ensuring our operations and infrastructure are secure, reliable, and meet the needs of the business and its users.

The successful candidate will have experience in the education sector managing and delivering digital and online products. Along with proven IT management experience, a strong delivery focus and business acumen, strong stakeholder management will be key in this exciting role where you will be working closely with, and deputising for, the Director of IT where needed.

Glasgow Caledonian University is a vibrant, values-led, multicultural, civic university with a global outlook. Our welcoming University community of over 1,600 staff and more than 22,000 students from nearly 120 countries enjoy state-of-the-art facilities at our campuses in Glasgow and London.

An independent report by BIGGAR Economics highlighted that our University is a valuable asset to the city of Glasgow, not only bringing economic and employment opportunities, but working to address the deep-rooted economic, social and health inequalities in the city.

We are leaders in widening access to higher education and support our students to achieve positive outcomes, as evidenced by the fact that 91% of our students are in employment or further study within 15 months of graduating (HESA 2023). Our success as a globally connected university is demonstrated by the large number of international students studying at our UK campuses. We are also Scotland's leading provider of Graduate Apprenticeships, and have a wide range of professionally accredited courses and industry links.

Thank you for your interest in this exciting role and your interest in Glasgow Caledonian University.

Professor Stephen Decent
Principal and Vice-Chancellor

The University for the Common Good

Glasgow Caledonian – the largest and leading modern university in Scotland – is a vibrant, values-led organisation with campuses in the heart of Glasgow and London. Through our strong commitment to delivering high-quality education and research we are responsive to the needs of the communities we serve.

With a wide range of professionally accredited courses and links with over 300 industry partners, we have the highest proportion of first-degree graduates in highly skilled occupations (82%) compared to other Scottish modern universities (HESA 2024). We are Scotland's leading provider of Graduate Apprenticeships.

In 2024 we have been named the UK's Modern University of the Year in the Daily Mail's recent university guide and in 2023 we entered the top 40 universities in the UK in the Guardian University Guide, and were in the top 50 UK universities in the 2024 Times and Sunday Times Good University Guide for the first time. We perform exceptionally at subject level too. We're the leading university in the UK in key health areas including Radiography, Physiotherapy and Subjects allied to Medicine, according to the Times and Sunday Times, with Hospitality, Leisure, Recreation and Tourism ranked second in the UK (first in Scotland). The Guardian also ranked us in the top three in the UK, and first in Scotland, for Social Work, Animation and Game Design, and Nutrition and Food Science.

We are passionate about helping more young people from diverse backgrounds into university. Scottish Funding Council figures highlighted that 22% of our Scottish full-time, first-degree entrants were drawn from the country's 20% most disadvantaged backgrounds. This puts the Glasgow Caledonian ahead of its competitors for widening access, and retention of this cohort is also ahead of the sector at 89% (SFC 2023).

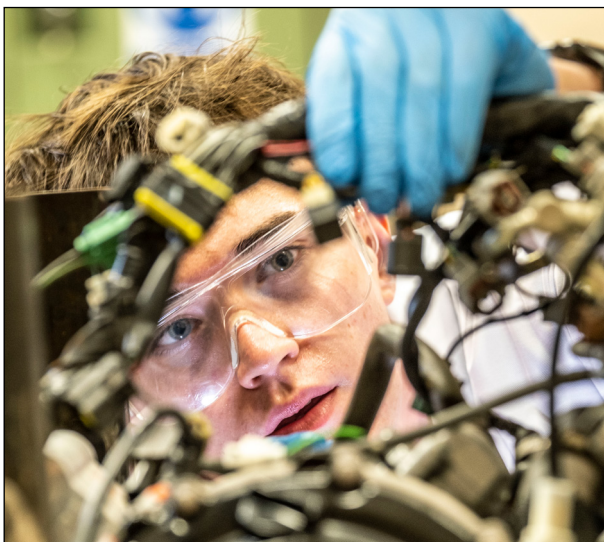
Glasgow Caledonian had the highest intake of Scottish full-time undergraduate students in the sector in the latest academic year (UCAS 2023). We deliver an outstanding student experience, as demonstrated by excellent HESA performance indicators for student progression and degree completion. The Quality Assurance Agency for Higher Education (QAA) in its last Enhancement-led Institutional Review (ELIR) report commended the University for its achievements in many areas including widening participation and the effective use of Student Experience Action Plans.





Our recently appointed Chancellor, Dr Anne-Marie Imafidon MBE, is one of the UK's most influential women in tech and a major advocate of diversifying talent in science, technology, engineering and mathematics (STEM).

As the University for the Common Good, equality and diversity are at the heart of everything that we do. Our Equality Outcomes 2021-25 specify our actions to eliminate discrimination, advance equality of opportunity and foster good relations. They are clearly aligned with our Mission and strategic priorities, as well as our Values, with the overall aim of reducing inequalities and making a positive difference. We take a whole-institution approach and are committed to ensuring that equality and diversity are mainstreamed into our core functions.



At heart we are a civic university with a global outlook, dedicated to building productive relationships and driving positive social change for current and future generations.

We are the only Scottish university with EcoCampus Platinum accreditation and were ranked first in Scotland for sustainability in the most recent People and Planet league table.

Our leading-edge facilities include the award-winning Sir Alex Ferguson Library, a state-of-the-art visualisation suite and an interprofessional simulation centre which provides a range of realistic clinical and community environments to assist our health and social care students.

Glasgow Caledonian's success as a globally connected university is demonstrated by the large number of international students studying at our UK campuses. We achieved excellent results in the latest International Student Barometer, with 94% satisfaction ratings for the learning experience, arrival experience and happiness with life at Glasgow Caledonian.

Our welcoming community of over 1,600 staff and more than 22,000 students from almost 120 countries enjoy state-of-the-art facilities across each of our city centre campuses.

Guided by our Mission as the University for the Common Good, and our Values - integrity, responsibility, creativity and confidence - we work with others to transform the lives of our students and the communities we serve.

Strategy 2030

- Our Vice-Chancellor, Professor Steve Decent, is leading an exciting and ambitious new strategy for the University's success. Staff and students across our Glasgow and London campuses, the Students' Association, trade unions, alumni and external stakeholders engaged and informed the development of the Strategy in a range of ways including discussion sessions and workshops.
- Our new University Strategy builds on our deep-rooted Mission for the Common Good and our Values of confidence, integrity, creativity and responsibility. It sets out a new Vision for Glasgow Caledonian to 'Transform lives through excellent education and research that is accessible and impactful for the people of Glasgow and our communities locally, nationally and internationally'.
- The Strategy outlines an academic approach based on our core purpose to deliver excellent education and research, and how we can ensure Glasgow Caledonian is a great place to work and a destination of choice for students. The Strategy also encompasses internationalisation, engagement, employability, equality, diversity and inclusion, sustainability, our digital, estate and infrastructure, reputation, finance, governance and compliance.

Education

- Education is at the core of Glasgow Caledonian University's Strategy. We aim to deliver an excellent education for our students, working closely with business and the public sector to ensure our graduates have the skills, knowledge and experience they need to enter their desired careers when they graduate. We are committed to widening access to higher education to people from diverse backgrounds, and supporting our students throughout their academic and personal journey.

- We promote an inclusive approach to education by embedding the principles of equality and diversity throughout the institution and valuing individuals regardless of the background or group to which they identify with. We believe every member of staff contributes to the creation of an excellent student experience.
- Our distinctive approach to learning, teaching and assessment is shaped by the University's recognised strengths in its disciplines, widening access, work-based education and its research-led, interdisciplinary and enquiry-based approaches to student learning. Placements are an integral part of the Glasgow Caledonian learning experience.
- Our School of Health and Life Sciences leads the field in developing interprofessional learning that is inclusive of all health and social care professions. Interdisciplinary learning is also a fundamental aspect of education in our School of Computing, Engineering and Built Environment and our Glasgow School for Business and Society. Further, all programmes in the Glasgow School for Business and Society align to the UN Principles for Responsible Management Education (PRME).
- Based in the heart of London's Spitalfields, GCU London delivers a range of dynamic postgraduate programmes to ensure forward-thinking students get the skills, tools and experience they need to secure the careers they dream of and deserve.
- We offer diverse academic, wellbeing and pastoral support for all our students, recognising too the consequences of the exceptional pressures that students have experienced over the years of the pandemic.
- The University is dedicated to developing the use of technology to enhance learning, teaching and assessment. We invest in new facilities, learning spaces and academic development to continue to enrich student and staff experiences.



Research

- Research is at the heart of Glasgow Caledonian's Mission as the University for the Common Good. Our research focuses on three core areas - Inclusive Societies, Healthy Lives, and Sustainable Environments - which align with our three Schools (the School of Computing, Engineering and Built Environment, the Glasgow School for Business and Society, and our School of Health and Life Sciences) and research centres.
- Our Research Excellence Framework (REF) performance has flourished in recent years. We are now unsurpassed by any other Scottish modern university for the level of research (72%) considered to be world leading or internationally excellent. Our health research is surpassed only by King's College London for outstanding impact.
- We have a clear focus on developing our thriving research culture and environment. This includes a targeted approach to investment in research-active staff and infrastructure, and the development of high-profile, prestigious research centres.
- We have a postgraduate research student body of around 500 at any one time, overseen by our award-winning Graduate School, and a suite of researcher development opportunities for staff and students.
- The University has a number of thematic interdisciplinary research centres including the Yunus Centre for Social Business and Health, the Research Centre for Health (ReaCH), the Mary Robinson Centre for Climate Justice, the BEAM Centre (Built Environment and Asset Management), the WiSE Centre for Economic Justice, and the SMART Technology Centre. The centres' work is underpinned by an intersectoral approach to addressing the challenges posed by the Sustainable Development Goals promoted by the United Nations.
- We work in close partnership and collaborate with numerous bodies such as the Scottish Government, NHS Scotland, Glasgow City Council and local businesses, as well as internationally with the World Health Organization, the African Development Bank, the European Commission and others.
- We sustain research grant income levels of £6 million per annum, winning competitive grants from bodies such as the Economic and Social Research Council, the European Commission, the Medical Research Council, National Institute of Health Research, the Chief Scientist's Office, and the Wellcome Trust.
- Our globally recognised researchers regularly advise governments, industry and international bodies on policy development and delivering impact.



Globally connected

- Harnessing our campuses in Glasgow and London, and partnerships in Oman, Bangladesh, Mauritius and Africa, the University is extending its global impact and engaging in new ways with learners, global businesses and communities.
- Our campuses are highly attractive to international students - the University doubled its international student population in 2022-23.
- We are the key partner in the African Leadership College in Mauritius, which educates students from 29 African countries.
- We are committed to staff and student international mobility, opportunities to study or volunteer abroad and providing excellent student exchange support.
- Our alumni community has 155,000 graduates based in 150 countries.

About Glasgow

Glasgow is one of the UK's leading metropolitan centres with a lively culture, leisure and sports scene. Glasgow ranks in the top 10 in Europe or top 25 globally for the quality of its education and cultural provision. It has the buzz and cosmopolitan feel of a great international city, while being within easy reach of some of the most spectacular countryside and scenery the UK has to offer.

The city

Culturally, Glasgow has much to offer – it's won the titles of European City of Culture and UK City of Architecture and Design in recent times. The city is home to Scottish Ballet, Scottish Opera, the Royal Scottish National Orchestra and the Glasgow Royal Concert Hall, numerous other concert venues and theatres, the Scottish Event Campus and the OVO Hydro, one of the largest and busiest entertainment venues in the UK.

Free galleries and outstanding museums such as the refurbished Burrell Collection and Kelvingrove Art Gallery and Museum add to a stimulating environment in which Charles Rennie Mackintosh's world-famous art nouveau design is just one feature of the city's architectural richness.

Sport also features prominently in the life of the city which offers excellent facilities and benefits from the legacy of hosting the Commonwealth Games in 2014.

Glasgow is home to people from many nationalities who enrich the experience of life in the city, resulting in a welcoming city for all. The city's many diverse centres of worship reflect its multi-faith community.

Living and travel

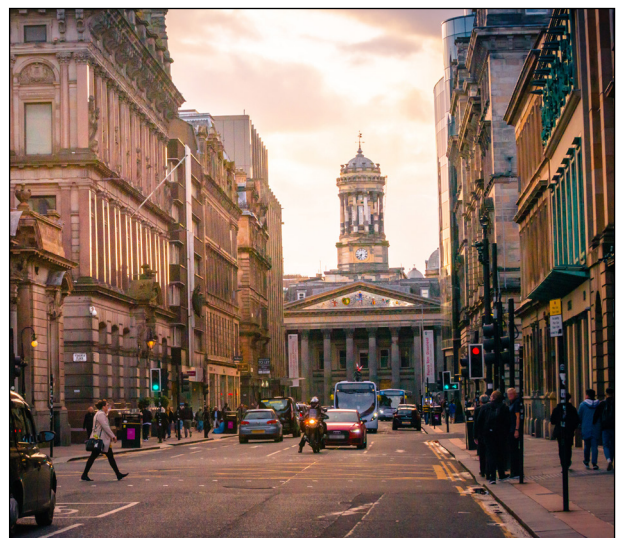
Glasgow offers a range of attractive rural and urban living opportunities and housing styles within and beyond the city. Good transport links and the University's city centre location make travel-to-work times manageable from numerous locations. Glasgow's setting in central Scotland means there is easy access to the whole of Scotland and the North of England. The area is well served by the largest suburban rail network outside London.

There's a comprehensive motorway system with the M74/M6 giving direct access to the south and the M8 to the east and Edinburgh.

The West Coast Main Line provides direct, fast rail services to London and major English cities. There's also a fast rail link from Glasgow to Edinburgh, normally every 15 minutes during peak hours and otherwise half hourly.

The city is served by a major international airport only a 15-minute drive from the city centre, and Scotland's other major international airport in Edinburgh is readily accessible.

Glasgow, a European City of Culture and UK City of Architecture and Design in recent times.



Department of Information Technology

Glasgow Caledonian IT supports more than 20,000 students and over 3,000 staff and associates across two campuses.

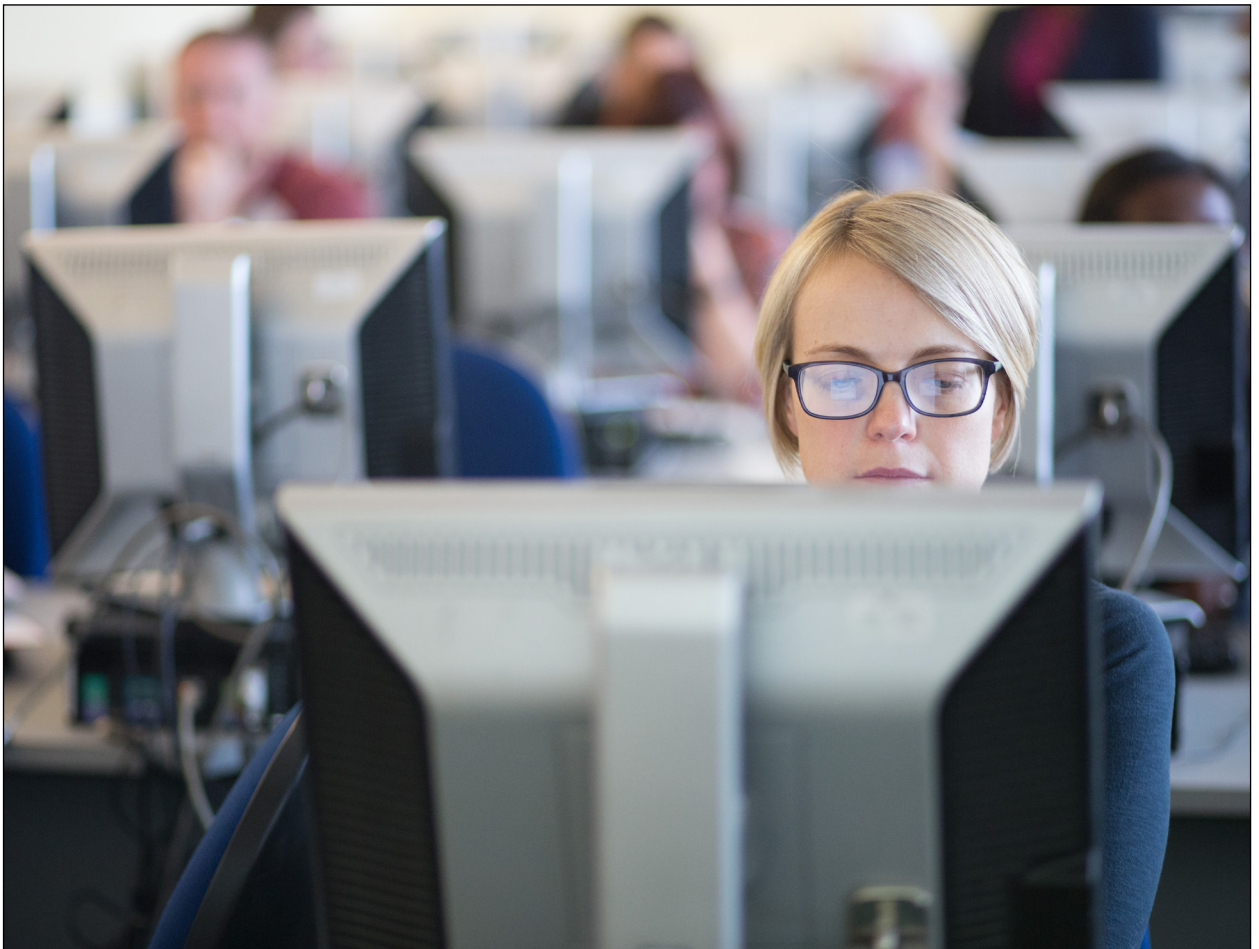
The department is responsible for all aspects of front line support, desktop services inclusive of hardware, as well as support for over 250 on-premise workloads which join our cloud infrastructure hosted by Microsoft, Oracle and trusted third-party SaaS providers.

The service includes telephone, email and chat cover which follows a 24/7, 365 days a year rota for students and staff across our main campus in Glasgow as well as our hugely successful London campus. As an institution, we focus on successful internal and external partnerships in the delivery of the service and

this includes partnering with the business to support key periods throughout the year.

Alongside the operational service, Glasgow Caledonian IT has been delivering significant change in our approach to cyber resilience with large-scale programmes of improvement to ensure that the department is keeping all of our users safe with reliable and fit-for-purpose IT.

The Glasgow Caledonian University IT department has a rolling three-year plan which includes exciting initiatives focussed on AI, data and analytics and improvements in the provision of services to students and staff.



Role summary and responsibilities

Purpose: The Head of IT Operations and Deputy Director of IT will work closely with, and deputise for, the Director of IT to deliver Glasgow Caledonian University's information technology strategy, as well as managing and leading the day-to-day operations of the IT department, including service desk, desktop and AV, application support, business partnership, asset management, general administration, security management and service management as it relates to service experience.

This role is critical to the success of Glasgow Caledonian's technology operations ensuring our operations and infrastructure are secure, reliable and meet the needs of the business and its users.

Main accountabilities and responsibilities of the role:

1. Assist the Director of IT in the strategic and operational leadership for the University's IT services, setting out a clear technological roadmap for the University that will deliver agreed targets towards Strategy 2030, and in keeping with the University values.
2. Influence and lead thinking about the application of IT across all areas of the University activity, specifically but not exclusively concentrating on risk security and compliance requirements.
3. Contribute to development and implementation of the Glasgow Caledonian information technology and associated operational plans, enabling plan to support the delivery of our Strategy 2030 ambitions, ensuring that technology takes a leading role in underpinning the University's Mission and delivers a high-quality service.
4. Assist in developing and implementing technology strategy and policies.
5. Oversee the day to day running of the IT department.
6. Manage and support leads in the service desk, desktop and AV, application support, business partnership, asset management, general administration and security management domains
7. Ensure the organisation's technology structure is secure, reliable and scalable.
8. Collaborate with other departments to understand technology needs and develop solutions to address those needs.
9. Manage vendor and contractor relationships.
10. Represent the University at relevant external groups and on national committees and identify and adopt key developments in the field in respect of IT and best practice.
11. Develop and manage the IT department budget, delivering flexible, cost effective and responsive product and service solutions across all University sites.
12. Assist in evaluating and recommending new technologies to improve efficiency and productivity.
13. Lead IT projects and initiatives where required.
14. Develop and implement disaster recovery and business continuity plans.
15. Ensure compliance with relevant regulations and standards.
16. Lead a team of professional staff to deliver technologies and systems that meet the needs of staff and students in accordance with GCU's People Leadership and Management Accountabilities.
17. Play a key role in supporting, facilitating and delivering improvements in business processes and services to students.
18. Implement strategies to develop, empower and encourage others to take initiative and drive change.
19. Create communication channels to promote directorate values, messages and profile to internal and external stakeholders.
20. Create a culture that values performance and makes measurement part of everyday language, ensuring that measures are linked to directorate strategy and KPIs.
21. To deputise for the Director of IT, carrying out functions delegated by the director, and act on behalf of the director when required.
22. To support the IT Director in delivering flexible, cost effective and responsive product and service solutions across all University sites.

The person

E=Essential, ie candidate must meet all essential criteria to be considered for selection, D=Desirable

Education and/or professional qualification

- E1 Bachelor's or master's degree in a relevant subject.
- E2 Relevant professional qualifications such as IT Service Management (ITIL), or project/programme management certification (PMP, PRINCE2, MSP etc.)

Experience, knowledge and skills

- E3 Experience of leading a technology function to deliver robust, effective and valuable IT services to meet customer needs as well as leading strategic projects to successful completion.
- E4 Extensive experience of managing high-value budgets along with complex procurements and successful supplier management. In addition to this, managing cost control and reporting/track record of cost analysis, improvement and transformation.
- E5 Good understanding of technology architecture, technologies, standards and practices combined with experience of their application in organisations.
- E6 Demonstrable experience of leading or implementing information security in medium to large organisations, preferably in higher education.
- E7 Solid knowledge and experience of IT risk management and service management experience, ITIL change management.
- E8 Excellent written and oral communication skills including the ability to communicate effectively and considerately with stakeholders and customers at all levels, including senior staff of the University and other organisations.
- E9 Experience of operating at management level with a "can do", determined, and innovative approach to overcoming challenges as well as a track record of being able to plan, organise and manage complex priorities.
- D1 Negotiating and influencing skills with the ability to work at all levels to obtain buy-in and agreement to proposals and change.
- D2 Able to travel to other campus/locations when required.
- D3 Excellent interpersonal skills, ability to lead by example, inspire confidence, and take responsibility for own performance and continuous personal development.

GCU Values and Behaviours

Demonstrates behaviours which are consistent with the GCU Values (integrity, responsibility, creativity and confidence)



How to apply

For further information and details about how to apply, please contact Alan Walter at alan@dixonwalter.co.uk or call 07876 766972.

Further information and details about how to apply can be found at dixonwalter.co.uk/opportunities/gcu-head-of-it-operations/

Applications should be made via email to alan@dixonwalter.co.uk by midnight on Sunday, 13 October 2024 and should consist of:

- A curriculum vitae detailing relevant qualifications and experience, full employment history, and achievements
- A two-page cover letter describing briefly how you feel you meet the criteria outlined in the Job Summary Form, your achievements, why the appointment is of interest, and what you would like to achieve in the role
- Details of three referees and notice period (referees will not be contacted without your permission)
- A completed Personal Details Form (available from the link above).

Formal interviews will take on 13 November 2024, shortlisted candidates will also be asked to make a presentation to members of the panel prior to the interview.



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