PRIFYSGOL glyndŵr Wrecsam | Wrexham glyndŵr UNIVERSITY

Associate Director, Information Services

Candidate Pack

January 2019

Introduction

Wrexham Glyndŵr University (WGU) is the university of and for North East Wales. WGU's vision and strategy to 2025 is built on partnerships with students and staff, within education, through industry links and innovative applied research. We are committed to building an academically vibrant and financially sustainable university for North East Wales that meets the needs of future generations of students, underpins regional economic success and is a positive platform for profiling the region in the wider world. These objectives are set in the context of WGU's values and ethos as an inclusive university that supports a diverse student base.

Success is fundamental to supporting a vibrant local economy and we are determined to be a focus for innovation, higher skills and business development in the region. As well as regional and national collaborations, our other partnerships include universities in other EU countries, Malaysia, China and Singapore, as well as colleague institutions across Wales and the rest of the UK.

Directorate of Information Services

Following a programme of reviews across all Professional Service areas, the newly named 'Directorate of Information Services' brings together Information Technology Services and Library Services to deliver a rich array of learning and information resources and services to support the University's learning, teaching and research. The Directorate of Information Services also needs to be ready to support the delivery of the enhancement themes outlined in the Strategy for Supporting Student Learning and Achievement and provide services and applications on modern learning and support platforms.

In order to be 'fit for purpose' moving forward, the following areas have been established to form the Directorate of Information Services:-

- Business Applications & Integration
- Infrastructure and Technical Support
- Library Operations and Skills development inc:-
  - o Digital learning &Development
  - o Learning Resource & Skills Advice

This realignment brings together formally, business systems, networking, infrastructure, AV, printing, library facilities and learning resources into an integrated Information Services to support its students, academics, researchers and professional service staff. It aims to provide a more collaborative approach ensuring that WGU has the direction, infrastructure and skills required of a modern, innovative and forward-thinking higher education institution.

As part of the review, it has been identified that a new Digital Strategy is also needed that aims to inform and support the University Strategic framework and other cross cutting strategies by answering the question 'how will our organisation thrive in an increasing digital world'? In order to respond to this, the department will need to address skills and expertise within the current team and enhance the digital capabilities across the university.

Also, with the recent approval of Campus 2025 (new Estates and Learning Environment strategy), this brings new opportunities to shape Information Services and explore new ways of delivering the student experience.
Social learning spaces supported by new technology and digital media is key to improving the perception of quality across the University and to create an environment in which students will want to come and stay.

Digital Strategy

A key priority for Wrexham Glyndwr University (WGU) is the delivery of a new Digital Strategy which sets out the vision to deliver a digital environment that supports the University's business of delivering teaching, learning and research as well as helping to drive ever greater operational efficiency.

The University's expectations for the provision of digital technologies and services across the institution are vital in ensuring we can adequately support our students on their learning journey and prepare them for success in their future careers.

The anticipated key drivers of the Digital strategy will be to provide an environment that supports the ambitions of the University by providing both digital capacity and capability to enable and support:

1. **High quality and transformative learning and teaching and research**

2. **Modern and effective business processes**

3. **Collaborative learning, working and living across the university and externally, for our students, staff and partners**

4. **Secure and easy to use systems and processes**

It is important that our learning, teaching and research is underpinned by digital capabilities, communication and connectivity to resources and tools sets which support the work and achievements of our students and staff. The vision of a modern working environment in which the student learning journey is enriched and staff are empowered though access to communication and collaboration tools can be achieved by building on our existing infrastructure and practices. We will also need to develop a culture of digital evolution and innovation, underpinned by appropriate levels of digital literacy and effective digital solutions.

If 'digital' is considered by everyone, in all that we do, this will enable the delivery of a connected Campus 2025 and will align with the following domains of the Vision and Strategy to 2025.

1. Teaching that Inspires

2. Research that Transforms

3. Engagement that Enables

4. Structure that Sustains

Estate Strategy- Campus 2025

An integral part of the Wrexham Glyndŵr University ongoing vision and strategy is to improve the student experience. This will involve a transformation of the learning environment in a manner which is conducive to the teaching and learning philosophy of the university: creating places where students want to be, where they can be supported in their personal and professional development journey, and where they have access to state-of-the-art facilities that will prepare them for the workplace.

The new Associate Director of Information Services will have an opportunity to play a leading role in the development of the learning environment under our ambitious **Campus 2025** Strategy; an exciting opportunity to achieve a step change which will support the delivery of the current university strategy to 2025, and subsequent strategies. The development and implementation of **Campus 2025** will comprehensively address all the issues, and will offer a physical environment in line with the quality of the student experience that we are already delivering in so many other ways. It is innovative and will bring WGU to the forefront of academic institutions, incorporating the latest thinking on teaching and learning. At the same time, it is a strategy which is feasible and pragmatic, proposing tangible options that are proportionate to the scope and size of WGU and capable of being funded.

The Role

Post Title:	Associate Director of Information Services
Reporting to:	Director of Operations
School/Directorate:	Operations

Principal accountabilities:

To provide strategic leadership and management of the integrated Information Services and University Library and to have operational management responsibility for a significant sized department and budget.

To build strong relationships across the University in order to create a culture of collaborative innovation.

To lead, develop and deliver an impactful Digital Strategy that meets the expecations of an ambitious University and effectively supports the needs of a diverse range of 21st centuary learners, teachers, researchers and administration of the University.

To be a key member of the Vice Chancellors Board and to play a full role in ensuring that the University achieves its strategic objectives and goals.

To drive both service enhancement and efficiency gains and ensure that the University identifies, evaluates, delivers and exploits digitally-enabled and contemporary developments in information services provision, learning and teaching and research support, and other business areas.

Key tasks

1. To provide strategic leadership for Information Services, and to co-ordinate the development and lead the implementation of a University Digital strategy supported by clear planning and delivery targets.

2. To initiate and lead the University's strategic development of the application of information technology to all areas of the University's activity, working in active partnership with academic and professional staff, students and external stakeholders.

3. To ensure the efficient and effective utilisation of the University's information infrastructure.

4. To lead the enhancement of the quality of services provided to students and staff through a commitment to continuous improvement and customer feedback.

5. Responsible for all aspects of staff management including selection and recruitment, training and development, consultations and communications etc, leading the team to the achievement of critical key performance indicators.

6. To direct the human, financial and physical resources of Information Services to ensure that they are effectively utilised and operate within budgets set by the University.

7. To contribute to the formulation of University-wide strategic plans relating to learning, teaching, research and infrastructure development so as to ensure that the contribution of Information Services is taken into account in support of the University's wider mission.

8. To keep abreast of innovations in the digital and information sectors and to propose key developments in the field of Information Services to ensure continuous improvement of the quality of service provided by Information Services to the University.

9. To build and maintain effective relationships with other members of the Vice Chancellors Board, Professional Service Heads and senior academic staff to ensure that Information Services remains responsive to the needs of all parts of the University.

10. To participate in Welsh and UK-wide networks as appropriate in order to retain a presence and to represent the University externally.

11. Deputise for the Director of Operations as and when required.

Special Features

Evenings, weekend or out of hours support may be required from time to time. Flexible approach to working hours is therefore required

Miscellaneous

To act in a professional manner at all times and maintain confidentiality of information.

Maintain appropriate awareness of and work effectively within the University's policies and procedures, participating in appropriate processes, i.e. Performance Development Review, continuing professional development.

Act in support of the University's Health, Safety and Environment policy by working safely and following the procedures and codes of practice derived to protect you and others.

Willingness to take responsibility where necessary.

Adhere to the University's Equality and Diversity policy for staff and students and operate in accordance with the Equality Act 2010.

Perform other duties occasionally which are not included above but will be consistent with the role and grade.

Person Specification

Selection Criteria					
Attributes		**Item**	**Relevant Criteria**	**Identification Method**	**Rank**
1	Skills & Abilities	1.1	Ability to demonstrate vision, passion and proven ability to provide leadership, management, inspiration, motivation and drive to a large team of professionals	A/I	E
			Ability to demonstrate a clear understanding of the strategic role of Information Services and improving IT infrastructure within the University environment	A/I/P	E
			Ability to think strategically, creatively and analytically	A/I	E
			An ability to translate vision into strategy and success		
			High level of professional credibility with the influencing skills required to develop strong alliances and partnerships both internally and externally through networking, political and relationship building	A/I	E
				A/I	E
			Ability to demonstrate a clear understanding of Information Technologies, including digitally enhanced learning as well as library functions	A/I	E
			Ability to communicate and co-ordinate multiple tasks simultaneously in a complex and dynamic organisation, ensuring an effective balance between internally and externally facing activities	A/I	E
			Strong organisational and planning skills		
			Ability to motivate others	A/I	E
			Ability to work on tasks independently, as well as working effectively within a team	A/I	E
			Ability to identify problems and recommend solutions and new procedures	A/I	E
			Ability to maintain confidentiality	A/I	E
2	General & Specialist Knowledge	2.1	A thorough knowledge of national and international benchmarks for IT infrastructure to measure fit-for-purpose delivery in the 21st century in a progressive University	A/I	E

			Knowledge and understanding of progressive and innovative approaches to higher education pedagogy.	A/I	E
			Experience of developing strategy at a senior level	A/I	E
3	Education & Training	3.1	Education to degree level or equivalent with a strong track record of achievement in the broad field of Information Services, ideally with knowledge of both library service provision and information technology	A	E
			Post Graduate qualification or relevant professional qualification.	A	D
4	Relevant Experience	4.1	A demonstrable track record of management and leadership experience gained at a senior level within a large and complex organisational structure	A/I	E
			Substantial experience of leading and managing an information and systems technology function within a large, complex and diverse organisation	A/I	E
			Experience and ability in financial management	A/I	E
5	Special Requirements	5.1	Experience of working in Higher Education at a senior level	A	D
			Knowledge of issues facing Higher Education	A/I	D
			Excellent communication skills	I	E
			natural relationship builder with the gravitas, skill and confidence to network and negotiate at a senior-level both within and outside the University	I	E
			A lateral thinker with the ability to develop creative and appropriate strategies to engage and build relationships	A/I	E
			Strong independent and group decision-making skills	A/I	E
			High level of initiative	A/I	E
			Attention to detail, enthusiastic and with a commitment to high professional standards in all areas of work	A/I	E
			Welsh Speaking	A/I	D
Date of Revision					

How to Apply

For more information on how to apply please visit www.minervasearch.com/glyndwr.

Please send a cover letter and CV to glyndwr@minervasearch.com no later than 10 February 2019.

Contact

Minerva can be contacted as follows:

Rebecca Jones
Kellie Horner
Ben Tucker

Should you wish to have a conversation, please contact us at glyndwr@minervasearch.com