

Head of Applications Head of Projects and Programmes IT Services Manager

The Information Services Department

Recruitment information pack



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Head of Applications Head of Projects and Programmes IT Services Manager

The Information Services department is one of the largest professional services within the university responsible for the provision of technology, systems and library services. We are well regarded by both colleagues and students for the wide variety of services provided and, importantly, the collegiate and professional way they are delivered. The last year has demonstrated the resilience and dedication of the IS Team, a team that is greater than the sum of its parts.

You would be joining us at an exciting time when we are reshaping the leadership team and building our capabilities to underpin all aspects of University operations and provide key enablers to deliver the ambitious University strategies for Learning & Teaching, Research & Innovation and Internationalisation.

The emerging requirements for digital services to underpin all aspects of learning & teaching, research and University operations are ambitious and the team must be ever more responsive to meet these demands. To do this, we must observe sector and technology trends, listen to our users' needs, develop core, interoperable capabilities, designed in such a way that they can be reused in multiple contexts, and ensure that these are expertly delivered based on business priority and at best value.

In an ever-changing technological landscape and as a progressive institution, our leadership team combines strong sector knowledge with wider industry best practise and innovation. They are trusted advisors to the University Leadership Team, demonstrating their deep understanding of our strategy and empowering their teams to contribute to its realisation. We are investing in capacity and capability for the future, giving rise to three new senior leadership opportunities. With our culture of personal growth, openness, collaboration & support, we enable staff to shape their own development and flourish in their careers.

Head of Applications



The Role

This key leadership role reports directly to the Director of IS, working in partnership with the Head of Infrastructure & Operations and the Head of Library Services to shape the University's information services of the future .

As Head of Applications you will lead a high functioning team responsible for all application services across the University such as student systems, the Virtual Learning Environment, corporate systems and the University's web presence. From inception through design, implementation, maintenance and retiral of a service, you will lead in a way which embodies a culture of openness, collaboration and continuous improvement.

You will drive forward the University's application and information strategy to underpin the emergent Digital Strategy and deliver a robust platform to support the Learning & Teaching, Research & Innovation and International strategies. In order to do so, you must stay abreast of the technology trends, foster excellent relationships with strategic suppliers and build networks with other HEIs and industry.

This role will lead the development of a Service Design capability which will take a user-centric approach to the design of application services, using research to inform design decisions, thereby ensuring that the solutions we develop are appropriate for the organisation and are based on evidenced need, and

embedding services through varied and effective adoption techniques.

We will look for you to evidence your expertise in leading, developing and supporting diverse high-performing teams to a common set of goals and objectives, with a proven track record of leading the delivery of enterprise-class application services in a complex organisation to support the organisation's strategic imperatives. You should have demonstrable experience of working in a responsive and agile environment, while ensuring a customer centric approach is used at all times.

You must show experience of architecting, designing, building and maintaining a robust application estate which meets industry best practice and delivery with a Service Design approach to underpin digital transformation.

Your communication skills, both oral and written, should be excellent and you will be able to evidence effective communication with people at all levels enabling buy in from senior stakeholders. You should be experienced in negotiation, presenting and in developing business cases for investment for sign off at executive level, as well as strategic management of supplier relationships.

To apply please send in a CV and covering letter to K.crabbe@napier.ac.uk

Head of Projects and Programmes

The Role

Reporting to the Director, this is a key role in the transformation of digital services to colleagues and students alike. You will lead a step change improvement in the repeatable project management methodology across IS, designing policy, process and procedure that can be sized according to the cost, risk or impact of the initiative. You will embed the methodology and, thereafter, champion a culture of continuous improvement ensuring that the University adopts best practice from the sector and wider industry and provide effective leadership to a high functioning team, responsible for the successful delivery of all IS projects and business change. You will be a role model for team's culture of openness and collaboration.

You will be responsible for ensuring that all University-wide IS projects and programmes are delivered to cost, on time and of the highest quality and ensure all are consistent with policy, process and procedure. This includes responsibility for ensuring that the business process and cultural changes required to ensure adoption and benefits realisation are planned and delivered.

As part of the IS Leadership Team, you will advise the University on the scale and pace of change through active participation at key forums and the IS Prioritisation Group, taking operational responsibility for the pipeline. You will work closely with senior managers across the organisation, foster a partnership approach to the planning and delivery of change to ensure that projects are focused on realising expected business outcomes.

It is essential you are an effective and clear communicator, enabling engagement with people at all levels and allowing you to positively influence stakeholders or clients to executive level. In addition you will have a proven track record of building strong working partnerships with both colleagues and those who deliver change in an organisation.

As an effective leader, you will have led a team of IS professionals that deliver projects which have a material impact on the profitability or risk profile of the parent organisation or its clients whilst ensuring that the needs of the organisation are met and team members are adding value to all assigned projects and programmes.

We will look for you to evidence your expertise in delivering large scale IS projects to conclusion, including initiation, business case, implementation, business change and benefits realisation and tracking, all in accordance with a repeatable delivery methodology. It is desirable you will have implemented a project management tool or system to manage project artefacts, plans and resource utilisation, ideally across a suite of projects. It would be desirable if you held Prince 2, Agile or other project delivery certification.

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IT Services Manager

The Role

This is a key role in the IS Extended Leadership Team, reporting directly to the Head of Infrastructure & Operations. The IT Service Manager will lead a high functioning team responsible for the delivery of all front-line IT customer service activities, including the IT Service Desk, audio-visual & other classroom technologies and end user devices. They will build team capacity and capability for the emerging needs of the organisation, driving efficiency and service excellence as they revitalise the service delivery processes.

They will partner with our 6 schools and professional services to ensure that IT services are an enabler to colleagues across the University and, crucially, enhance the student experience, promoting these via all communication channels and a refreshed service catalogue.

They will model the team's culture of openness, collaboration and continuous improvement, working with colleagues across IS, the University and with external stakeholders to define and agree Service Level Agreements and Key Performance Indicators which meet their needs. They will report on the effectiveness of the service and drive improvements through to completion. They will own the incident & problem management processes, risk and business continuity

management, operating in line with the ITIL framework and industry best practice.

You should be educated to degree level in a relevant discipline, or hold equivalent relative experience.

You will have a collaborative working style with a customer-centric focus. As IT Services Manager, you will play a key role in building our service offerings to other HEIs and organisations, acting as the main operational contact for service delivery and development.

And you must be able to demonstrate your expertise in continuous service improvement techniques and practices.

It is essential you are an effective and clear communicator, enabling engagement with people at all levels and allowing you to positively influence (senior) stakeholders or clients. In addition you will have a proven track record of building strong working relationships with both colleagues and external partners.

To apply please send in a CV and covering letter to K.crabbe@napier.ac.uk

#2 IT Service

in Scotland

#1 Library

in Scotland

The Information Services Department - some achievements of 2020

The Information Services department is one of the largest professional services within the university responsible for the provision of technology, systems and library services which support our **19,000 Students** and **1,500 academic and professional service staff**. IS spans both Academic and Professional Services supporting not only our business needs but also our learning, teaching and research requirements.

Responding to an immediate need for remote working and learning & teaching since March 2020, IS has implemented new services, and amendments to existing services, in response to the pandemic, such as click and collect for catering and library loans, an application to manage campus capacity and the university's contribution to Edinburgh's COVID-19 Asymptomatic Student Testing.

At the same time, IS delivered numerous University projects as planned, including the new student intranet, core infrastructure and security projects and cashless printing.



Claire Taylor
Director of Information Services

Supporting our Students

Our team delivered a new Student Intranet and Mobile App, taking a user-centric approach to its design and review all content.

We supported our students by providing additional loan laptops to tackle digital poverty, extending this scheme to Research students for the first time. We ensured their exams took place by implementing our new online exam service just a few weeks into the pandemic. We provided socially distanced study space and a booking system to manage it. We have enhanced the specialist equipment and software available remotely, so that students can continue to learn.

Supporting our Staff

Responding quickly to the announcement of 16th March last year and the immediate shift to working from home, we provided additional equipment and ways to access systems remotely. We deployed a new softphone service enabling use of the internal system to operate externally – over 400 soft phones and hunt groups are in use enabling effective working from home for our staff. We have issued over 700 laptops and have since rolled out a new managed laptop service ensuring our staff are connected securely and seamlessly to continue to work efficiently whilst at home.

We ran drop in sessions for academic staff to enable their use of technology for online teaching and allow them to continue to provide the best student experience despite the challenges they faced.

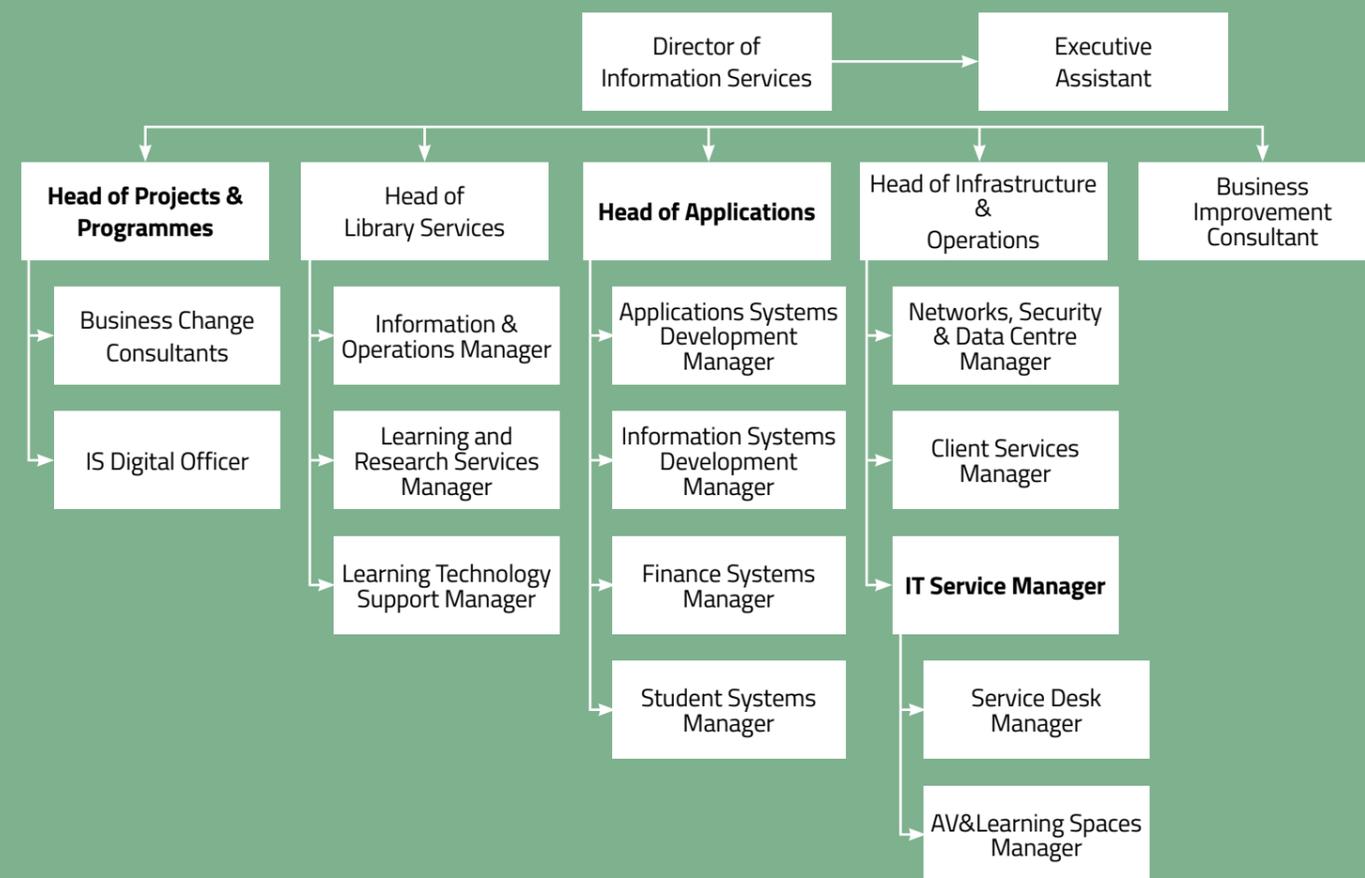
Delivered a new the **Student Intranet and Mobile App**, taking a user-centric approach to its design and review all content

500 loan laptops

450 staff attended Digital Tools Webinars

500 staff trained in drop in sessions

400 softphones



Overall Edinburgh Napier University has more than

20,200
students from over

140
nationalities

95%
graduate employability rate

#1
in Edinburgh
for Student Satisfaction

Climbed 38
places
from 101st to 63rd
(The Sunday Times Good University Guide 2021)

Edinburgh Napier University

Edinburgh Napier is the #1 modern university in Scotland. We create and support personalised learning and research opportunities for students, staff and partners that nurture talent, create knowledge and shape communities around the world.

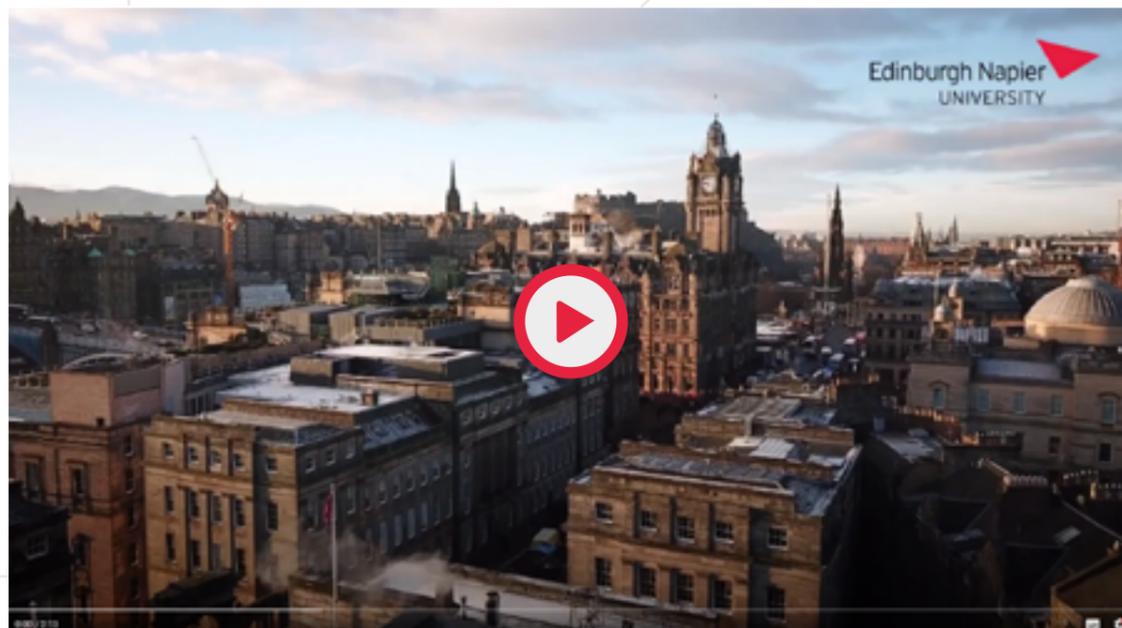
We trace our origins to the opening of Napier Technical College in 1964, built around John Napier's 16th Century tower house (which celebrated its 500th birthday in 2014). Following the 1992 Higher Education (Scotland) Act, Napier Polytechnic became Edinburgh Napier University in 2009 to more clearly associate itself with the city.

Today, Edinburgh Napier is a university with a reputation and impact that stretches far beyond our shores. Our transnational education programmes (TNE) make us the largest UK higher education provider in Hong Kong. With strong industry links and an outstanding body of research – more than half of which is rated as world-leading or internationally excellent – we are an increasingly prominent member of the global community.

For tomorrow we have bold ambitions expressed through the following strategic themes - building careers, growing networks, advancing knowledge and sustainable growth. We aim to attract staff, students, researchers and partners with the skills, knowledge, expertise and potential to deliver high quality education, advice and research. In short, we aim to make a positive impact on society and the communities we serve, and shape their sustainable development.

Join us and you'll find that we support ambition, recognise achievement and encourage innovation in every one of our people. Working at Edinburgh Napier is beyond a job, it's a future full of progression and reward.

Find out why you should join Edinburgh Napier in the video below.



Our strategy & values

Values:

- Professional
- Ambitious
- Innovative
- Inclusive

Edinburgh Napier has six schools:

- The Business School
- School of Applied Sciences
- School of Arts & Creative Industries
- School of Computing
- School of Engineering & the Built Environment
- School of Health & Social Care

Purpose & Strategy:

Our purpose is to deliver high quality education and research to add value to the social, cultural and economic capital of the communities we serve and shape their development.

We want to be recognised as a University that acts with respect and integrity and creates an environment where everyone involved feels proud, confident, challenged and supported.

Building on the success of Strategy 2020, our new strategy, *Shaping our Future: Driving Distinctiveness*, incorporates three new strategic objectives along with a commitment to growing sustainably.

Our Strategic Objectives:

- **Build Careers - Create Opportunities.** Our flexible & innovative delivery models will offer opportunities & routes to success for students & staff to shape their development, excel in their careers & influence future policy and practice.
- **Grow Networks - Connect Communities.** Creative collaborations, locally, nationally & internationally that support our teaching & research, we will provide an educational portfolio that both shapes & responds to the needs of business and society.
- **Advance Knowledge - Deliver Impact.** Our high quality research & knowledge exchange will address real-world cross-disciplinary challenges and underpin our teaching, with innovation and ideas exchange linked to external partners, policy & practice.
- **Grow Sustainably.** Grow & diversify our income & take progressive action to achieve net zero carbon in our operations by 2030. We will also seek to minimise both our wider & legacy carbon footprint & influence sustainable practices within & beyond our campuses.

Beyond a living

Working with Edinburgh Napier University offers much more than a salary. All staff are encouraged and supported in their career development, with opportunities to take on new challenges, develop new capabilities and realise your professional potential.

We also offer a wide range of benefits, ensuring that your contribution and performance are well rewarded in every way possible:



Your future:

- Continued professional development support
- Career average pension scheme



Peace of mind:

- Death in service benefit for pension scheme members
- Discounted private healthcare



Lifestyle:

- Employee Assistance Programme
- Excellent holidays – up to 46 days
- Flexible working options
- Cycle to work scheme



Savings:

- Discounted gym
- Discounted shopping
- Discounted travel

Edinburgh Napier
UNIVERSITY



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