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| Last updated: | June 2024 |

**JOB DESCRIPTION**

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| Post title: | **Chief Digital and Information Officer** | | |
| Academic Unit/Service: | iSolutions | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 7 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Vice President (Operations) | | |
| Posts responsible for: | 3 x Director posts | | |
| Post base: | Office-based | | |

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| Job purpose |
| The Chief Digital and Information Officer (CDIO) is a strategic leadership role designed to ensure high-quality leadership and management for the implementation of the University’s IT plans and Digital Strategic Plan to make us stand apart from our competitors.  The role is responsible for the development, leadership, resourcing, and management of service and will hold overall accountability, in terms of quality, cost and effectiveness, for all parts of iSolutions including: business-as-usual service delivery and improvement; development; enterprise systems; security; infrastructure maintenance and renewal; programme and project management; and, high performance research and academic computing.  The role holder will ensure that iSolutions delivers our IT and digital transformation programmes, whilst maintaining high quality service provision for our diverse population of students, staff, and researchers. They will ensure, through the leadership of their team, innovation, ICT-enabled efficiencies, and a controlled implementation of new and improved digital technologies. Furthermore, the role holder will prioritise accessibility, ensuring that all systems, tools, and websites are fully accessible and meet the highest standards of usability for staff and students with additional needs. They will also ensure the University has appropriate defences to safeguard it against cyber-attack in place, including play books, disaster recovery plans and response plans in the event of an attack penetrating.  The role is critical to enable the achievement of both the institutional Strategy and related strategic plans. Critically, they will be responsible for the rapid and measurable improvements of processes and systems to ensure a best-in-class IT infrastructure. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | **Strategic Development and Stakeholder Engagement**  Play a key leadership role in the delivery of the University’s digital vision and strategic ICT transformation through the development and execution of rolling 1–5-year plans that you will ensure are integrated with the overall University Strategy.  Represent the University of Southampton nationally and internationally at the highest levels in relation to iSolutions business, raising profile, identifying & delivering partnership/business opportunities and advising senior management accordingly.  Work in direct partnership with Faculties to ensure that the activities of iSolutions supports and enhances the work of the faculty, ensuring the delivery of a customer focussed and responsive service.  Integrate and optimise working practices across all functions and to develop positive links with those areas of the institution that also provide support to our community (including Faculties; Student Experience; HR; Library & Learning Services; RIS; Finance). | 35% |
|  | **Strategic Leadership**  Lead the iSolutions directorate, demonstrating the University behaviours and values in all aspects of the role. Motivate and inspire staff in the directorate to deliver operational plans, including organisational, technological, and cultural change.  Ensure high quality, consistent and harmonised processes are in place, eliminating duplication and driving efficiency of service.  Constantly review and refresh operations plans to ensure that they remain focused on the delivery of our digital vision and strategy. Monitor KPIs, budget information, student and staff feedback and other sources of quantitative and qualitative data in support of this.  Provide high-quality management information to University Council (including Estates & Infrastructure Committee), the Executive Board and governance committees (including Senate and relevant sub-committees) and the University’s Digital Committee and sub-committees to report on performance and to support decision making.  Continually review activities and resources to ensure that the operation is efficient and offers the best return on investment and value for money, with appropriate resource allocated to the right tasks.  Sponsor a range of strategic major projects designed to deliver our Strategy and Strategic Plans. | 20% |
|  | **Management**  Responsible for the budgets, management, and delivery of iSolutions activities including in-year monitoring and reporting. (approximately 260 full time equivalent staff, with an annual operating budget of £25m).  Provide professional strategic leadership to the staff of the directorate and to ensure that effective recruitment, induction, support, development, and training procedures are in place to enable staff to fulfil their potential and meet best practice in their professional areas.  Review resource levels to ensure the right resource is allocated to the right activities.  Ensure that the University complies with the relevant legislation, regulations, and ordinances.  Own and carry out appraisals and annual reviews of relevant staff and other line-managed staff, ensuring that all staff understand their contribution to the division and to the University Strategic Plan, so that they can develop their skills and improve performance.  Ensure that staff are aware of, and comply with, relevant legislation, and to take responsibility for understanding and implementing the University’s policies and procedures including those governing Health and Safety, Equal Opportunities, copyright, data protection, freedom of information and disability, across the whole of the area. | 20 % |
|  | **Cyber Security**  Ensure appropriate plans are in place to safeguard the university against cyber-attack. With constant monitoring of their effectiveness and the development of play books and response plans in the event of successful attack. | 10% |
|  | **Continuous Improvement**  Drive continuous improvement in the University; through imaginative and effective decision making and constant horizon scanning both inside and outside of ICT, supported by a fundamental understanding of our strategy, aspirations, competitors, and benchmark comparators. | 10 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5 % |

| Internal and external relationships |
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| Members of the University Executive Board and other senior managers in the University.  Professional Services Executive Group.  Council, Senate, and their committees.  Equivalent post holders in other relevant organisations, nationally and internationally.  External customers, agencies, and bodies, including government and commercial organisations. |

| Special Requirements |
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| Significant and wide-ranging knowledge and awareness of issues pertaining to digital strategies and technology in HE.  Cultural and cross-cultural sensitivity and understanding.  Ability to represent the University of Southampton at senior level nationally and internationally.  Willingness to work out of hours where necessary. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge, and experience | Skill level equivalent to achievement of a professional qualification or postgraduate degree in a relevant field (such as an MBA in ICT Management, a Masters-level project management qualification, or demonstrated skills of a similar level)  Proven skills in ICT transformation in a large, complex, and diverse organisation.  Proven ability to understand the customer experience from end-to-end, and experience of making key interventions to improve it.  Proven leadership experience in a range of demanding and influential roles, including of an ICT department.  Demonstrable ability to understand the digital and ICT needs of a university across teaching, research and knowledge exchange and enterprise, including a clear understanding of digital accessibility.  Proven experience of deploying services to ensure the security of an organisations IT, data, and overall cyber environment. With the identification and implementation of mitigating measures to guard against a cyber-attack.  Proven experience of managing significant organisational change. | Membership of relevant professional body (such as the BCS)  PRINCE2 or similar project management qualification. |  |
| Expected Behaviours | Apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.  As a Line Manager and senior leader, role model the Southampton Behaviours and work with the management team to embed them as a way of working within the directorate. |  | CV and selection process |
| Planning and organising | A strategic thinker with the ability to plan and evaluate in the short, medium and long term.  Able to champion and oversee the directorate’s contribution to the university strategy and to lead on the directorate’s strategies and plans.  Demonstrable experience of preparing and managing budgets and of operating within these bounds  Demonstrable experience of leading major projects |  |  |
| Problem solving and initiative | Proven ability to identify risk and develop strategies to manage and mitigate them.  Able to make judgements on significant new problems where precedent may not apply.  Able to develop innovative solutions and practical implementations for strategic change. |  |  |
| Management and teamwork | Substantial leadership and management experience at a senior level.  Able to implement successful change management initiatives and formulate strategic plans that reflect and support the priority needs of the university.  Able to recognise and deal with obstacles and difficulties so that teams can deliver.  Able to demonstrate leadership and to raise performance standards throughout own work areas. |  |  |
| Communicating and influencing | Evidence of highly developed interpersonal and influencing skills, able to establish and build major relationships with key stakeholders.  Able to use influence to develop positions or strategies.  Ability to generate a culture of enthusiasm and passion for continuous improvement and excitement regarding leading-edge developments.  Ability to establish credibility quickly to work effectively and collaboratively with cross-functional teams.  Able to inspire and motivate employees at all levels. |  |  |
| Other skills and behaviours  [**Our Southampton Behaviours**](https://intranet.soton.ac.uk/sites/strategy/embeddingcollegiality/SitePages/Home.aspx) | Ability to lead and manage change through an organisation.  Demonstrates cultural and cross-cultural sensitivity and understanding  Able to represent the University of Southampton at senior level nationally and internationally  Able to build connections to relevant sector networks  Able to demonstrate alignment with the University’s core values in all areas of work, and champion those behaviours in the directorate **(see appendix 1**)  Able to manage multiple workloads and prioritise service demands  Self-motivated and able to motivate others | Knowledge and understanding of current issues relating to the provision of modern, user-focused processes and systems in an HE environment. |  |
| Special requirements |  |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (e.g.: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (e.g.: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (e.g.: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (e.g.: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles (e.g.: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (e.g.: strimmer, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (i.e.: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (e.g.: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |

Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University: Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

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| **All staff** | **Behaviour** |
| **Personal Leadership** | I take personal responsibility for my own actions and an active approach towards my development |
| I reflect on my own behaviour, actively seek feedback, and adapt my behaviour accordingly |
| I show pride, passion, and enthusiasm for our University community |
| I demonstrate respect and build trust with an open and honest approach |
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| **Working Together** | I work collaboratively and build productive relationships across our University and beyond |
| I actively listen to others and communicate clearly and appropriately with everyone |
| I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish |
| I proactively work through challenge and conflict, considering others’ views to achieve positive and productive outcomes |
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| **Developing Others** | I help to create an environment that engages and motivates others |
| I take time to support and enable people to be the best they can |
| I recognise and value others’ achievements, give praise and celebrate their success |
| I deliver balanced feedback to enable others to improve their contribution |
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| **Delivering Quality** | I identify opportunities and act to be simply better |
| I plan and prioritise efficiently and effectively, taking account of people, processes, and resources |
| I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion |
| I encourage creativity and innovation to deliver workable solutions |
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| **Driving Sustainability** | I consider the impact on people before taking decisions or actions that may affect them |
| I embrace, enable, and embed change effectively |
| I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward |
| I take time to understand our University vision and direction and communicate this to others |

Appendix 2. Line Manager Expectations

The statements below provide additional clarity on what is expected of our line managers and supervisors.

**Managing People:** Manage and support your people’s work productivity, performance, wellbeing, and development to maximise their contribution and enable personal growth.

**Managing the Student and Customer Experience:** Ensuring our students and the customer are at the centre of everything we do, always considering their needs before acting, to ensure we deliver a high-quality experience every time.

**Managing Financial Decisions:** Make well informed and timely financial decisions with an understanding of the consequences and impact on the financial sustainability of the University.

**Managing Compliance:** Understand and apply the University regulations, policies, guidelines, and legal requirements to ensure continued operational compliance.

**Managing Risk:** Identify potential risks, assess probability, and impact and take appropriate steps to mitigate the risk or maximise potential benefits.