

SHAPE OUR SUCCESS

JOIN OUR REMARKABLE COMMUNITY

FOREWORD

Thank you for your interest in the Chief Digital and Information Officer position at the University of Southampton.

The Chief Digital and Information Officer is responsible for providing exceptional leadership and oversight to the delivery of the University's IT infrastructure and services, and execution of the Digital Strategic Plan, distinguishing us from our competitors. Reporting directly to Vice-President (Operations), this crucial leadership role involves steering the development, resource allocation, and service management, with full accountability for their quality, cost-efficiency, and overall effectiveness. The role has responsibility for driving digital and IT transformation in support of the University Strategy and safeguarding the University through implementing appropriate cyber security measures.

The need for internationally excellent, research-intensive universities like Southampton to help tackle some of the world's biggest challenges has never been more important and urgent. At the University of Southampton, our aim is to change the world for the better. Bringing together our research, creativity, and knowledge, we educate the next generation and focus on creating groundbreaking impact. We care about the challenges that humanity is facing and work to support others on both a local and global scale.

Join us in this work as the Chief Digital and Information Officer and you will have the opportunity to help us make a tangible difference to future generations.

Our Strategy, with people at its heart, uses a Triple Helix metaphor to describe how our excellence in research, education, and knowledge exchange and enterprise, work together to make the University of Southampton approach distinctive. Since the launch of our Strategy in January 2021, we have made good progress towards our goals. We have approved significant investment to develop our estate, provided more support to students and staff, and are working towards greater recognition for successes within our community.

Currently ranked 80th in the world*, we have bold ambitions to advance this position and, as the Chief Digital and Information Officer, you will be key to achieving this. We are already known as a founding member of the UK's prestigious Russell Group of leading research-intensive universities, and with a campus in Malaysia, others planned, and major partnerships across the world, we have a global outlook that attracts the most talented staff and students.

This is a fantastic opportunity to take your career to new heights. As the Chief Digital and Information Officer, you will pioneer the narrative that showcases the University of Southampton's technological advancements. Leading a top-tier, efficient, and customer-centric ISolutions division, you'll strengthen the University's reputation and enhance its standing as we execute our ambitious Strategy.

*QS World University Rankings, 2025



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Together we advance

Working collaboratively to make a real impact on society's biggest challenges.

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Our influential research is leading the way to a sustainable future that puts the world's most vulnerable children at the heart of policy. Craig Hutton, Professor of Sustainability Science, and his team produced the first comprehensive worldwide analysis of the climate risks to children. The Children's Climate Risk Index (CCRI) has been supported by the Data for Children Collaborative, which includes UNICEF and Save the Children, plus a multi-university team led by the University of Southampton.

The results were presented at the UN Climate Change Conference, COP26.

Image: Flooded school in East Jakarta, Indonesia. Credit: UNICEF/Wilander

TOGETHER WE ADVANCE

Together we can make a real impact on the future.

Our University community is committed to the highest quality in everything we do. We have a global reputation for our passion and ability to work collaboratively in delivering world-class education, research and innovation that makes a real impact on society's biggest challenges.

To meet those challenges head-on, we must have a team that is reflective of society and our students. We strive for greater inclusivity in our community. Diversity is a strength and makes us more creative, accelerating our impact on society. We celebrate an equal and respectful environment in which people from all walks of life and backgrounds are welcome to join us.

Our people inspire and empower one another to share and apply their knowledge to transform lives. They are key to what we do, and who we are. Working collaboratively and fostering a culture of transformational leadership are two of our five core values. These values form part of our University Strategy and are there to help us achieve our overall purpose and vision: to inspire excellence, to achieve the remarkable, and build an inclusive world. Find out more about our values on page six.

Our people are our University, which is why our Strategy and all of our activities focus on the communities that make up our institution. We are made up of brilliant minds, motivated leaders and passionate changemakers. By working collaboratively, we can achieve incredible things.

Our exceptional students share in the journeys of discovery and become confident thinkers who can realise their full potential. We attract high-quality students from over 130 countries, and educate students through University of Southampton Malaysia and collaborations with prestigious partners globally.

As our students become graduates of the University, they join our wider global community of over 280,000 alumni, with access to a network that can provide further opportunities across the world.

As a forward-thinking institution, we will strengthen our reputation, increasing our national and international rankings to secure a position in the top 10 in the UK and strengthen our position in the top 100 internationally.

Our strong research partnerships, public engagement and achievements in entrepreneurial activities have been recognised in our very strong all-round performance in the first and second Knowledge Exchange Framework (KEF) exercises.

Collaborate with us: together we advance.

 **Find out more**
The University Strategy



Researchers at Southampton are encouraging schoolgirls to become scientists when they are older through in-person events and hands-on activities, thus reducing the gender gap in science, technology, engineering, and maths (STEM).

On 29 March 2023, a group of 15 Shirley Infant School six- and seven-year-old schoolgirls came to the University's high-voltage lab to learn about electricity. The activities the girls engaged in involved, batteries, wires, copper wire, and magnets. They were able to create circuits and learn about conductors and insulators.

OUR VALUES

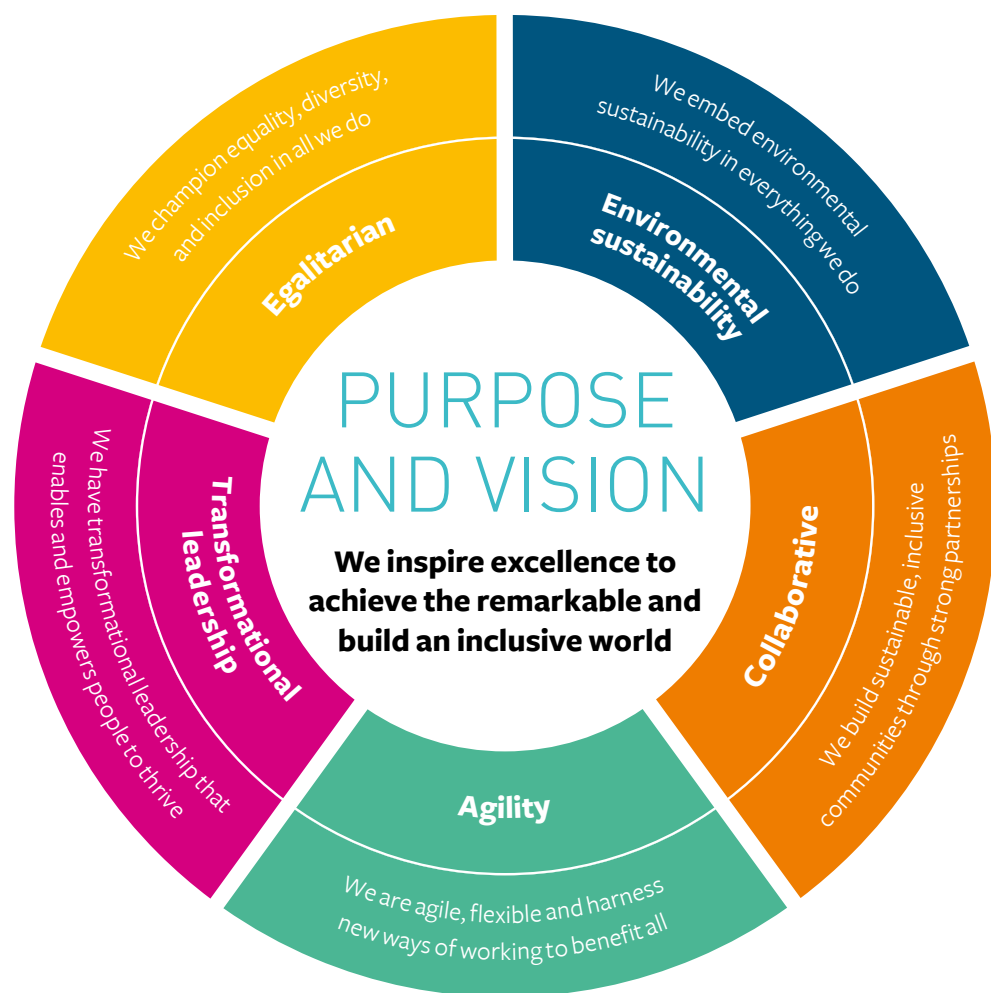
Our values provide the lens through which we make decisions, guiding our actions, collective behaviours and systems.

They are integral to our purpose of building an inclusive community that makes positive change.

We are ambitious, both personally and institutionally, which requires us to be collaborative and collegial.

As a community of talented individuals, our systems need to enable and empower us. Our community upholds academic freedom and develops through constructive, civil debate.

Ensuring different views are heard allows us to make the best decisions.



People are at the core of our Triple Helix



Our highly-ranked **education, research and knowledge exchange and enterprise (KEE)** are already distinctively intertwined.

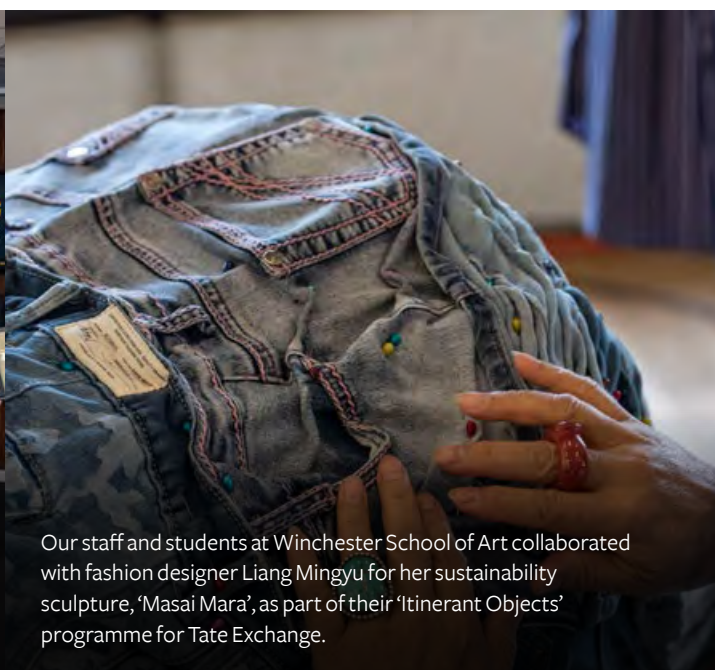
By strengthening and increasing these links, our Triple Helix approach will achieve greater impact and accelerate new ways to tackle the world's most complex problems.

This scaling up is a challenging goal we commit to achieve; its reach and ambition sets us apart.

Our values in action



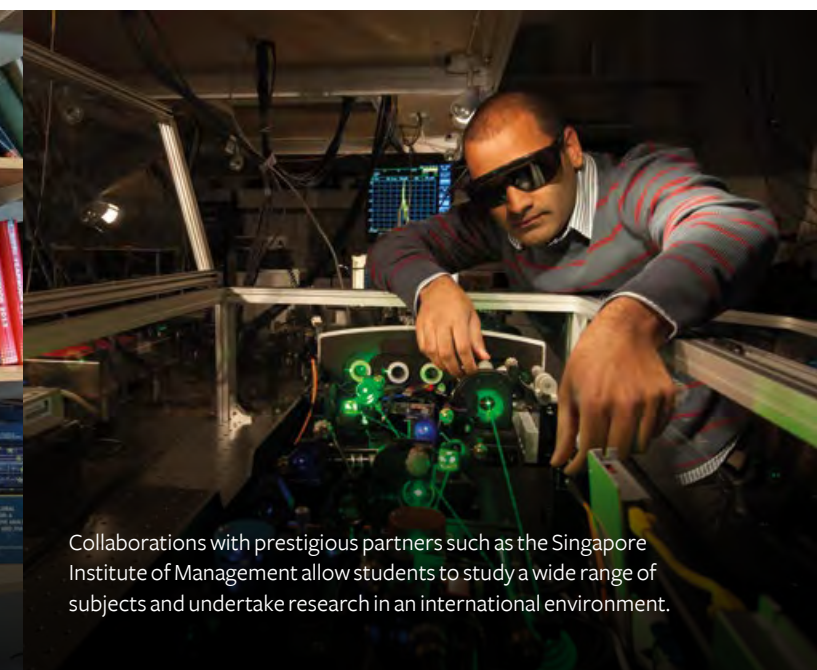
Our annual Vice-Chancellor's Awards recognise and celebrate the exceptional contributions made by our staff during the academic year.



Our staff and students at Winchester School of Art collaborated with fashion designer Liang Mingyu for her sustainability sculpture, 'Masai Mara', as part of their 'Itinerant Objects' programme for Tate Exchange.



Dr Kamil Zwolski, Associate Professor in International Politics, was awarded a prestigious National Teaching Fellowship in 2022 for his innovative approach to teaching.



Collaborations with prestigious partners such as the Singapore Institute of Management allow students to study a wide range of subjects and undertake research in an international environment.

EQUALITY, DIVERSITY AND INCLUSION

It matters to us in all that we do.

At the University of Southampton, we believe that we can only truly play our part in supporting society if we are reflective of society. We are therefore passionate about creating a working environment in which you are free to bring your whole self to work.

We are focused on creating supportive workplaces for all where discrimination has no place. The way in which you choose to live your life has no bearing on your ability to do your job. Likewise, age, gender, disability, sexual orientation, religion, social background, ethnicity or any other identifying factor will never be a consideration here. Instead, we are determined to always treat our staff equally, fairly and with respect.

We welcome people from all walks of life, and as such, we champion a uniquely diverse working environment in which every colleague is able to excel, regardless of their background or their life choices. Quite simply, we want to attract likeminded people to our team – people who care about the world, and who share our passion for creating an innovative and forward-thinking learning and research environment.

We are proud to support many staff and student networks, and we encourage these groups to get involved in helping us create a forward-thinking and desirable workplace. We are a Stonewall Diversity Champion and we are immensely proud to have our institutional Athena SWAN silver award renewed, which underpins our pledge to improve equality for women. We are also delighted to have received the Race Equality Charter bronze award from Advance HE, which recognises that we have a solid foundation for eliminating racial inequalities and developing an inclusive culture that values all staff and students.

We also support flexible working and are proud of our open and supportive working environment; with options such as job shares available, we ensure opportunities are equal and focused on the needs of our colleagues. We know that change and improvement is a continual process, and our community is a big part of this, so we always want to hear from our staff about how we can create the best possible working experience.



“

As the Associate Vice-President, ED&I and Social Justice, I believe this important role is a signal of our University’s real commitment to become a more accountable and inclusive community, and to embrace a culture that reflects all students, staff and employees.”

Pascal Matthias

Associate Vice-President, ED&I and Social Justice



The University is continuously reviewing and improving its estate to provide the best experience and value for money for its students. One of our future major estates projects is the expansion of our halls of residence to cater for more students across all years of study. This will help students financially in an environment where real estate prices and renting costs are escalating.

OVERVIEW OF THE ROLE

Join Our Journey of Digital Transformation

The University of Southampton is a dynamic global hub where passion, innovation, and talent merge to shape the future. Our mission is to address global challenges through groundbreaking research and education. We're seeking a standout candidate to join us as our Chief Digital and Information Officer, a role crucial for strengthening our position among the world's top 100 universities by ensuring our digital and IT capabilities are unmatched.

At the heart of our institution is a vibrant community of enthusiastic, innovative, and talented individuals dedicated to making a positive impact on humanity. We are not merely a university; we are a force for change, crafting innovative solutions to today's global problems with amazing discoveries unfolding within our walls. In this narrative, we seek a visionary leader to drive our digital and IT transformation.

As Chief Digital and Information Officer, you'll lead the strategic development and management of our Digital and IT services. Reporting to the Vice-President (Operations) and collaborating closely with other members of the University's leadership teams, you will lead the effective implementation of our IT plans and Digital Strategic Plan, driving innovation and excellence in service delivery. Your responsibilities will span from enhancing business-as-usual services to overseeing cybersecurity and fostering technological efficiencies. You will ensure we have appropriate cybersecurity measures, to safeguard our community against threats and disruption of our activities.

Our University Strategy puts people at its heart, therefore, you will prioritise accessibility and inclusivity, taking a proactive approach to ensuring we optimise the potential of digital technologies to support an accessible and inclusive environment for our community.

Committed to diversity and unity, we aim to reflect society in all aspects of our institution. As Chief Digital and Information Officer, you'll support our University Strategy, fostering a cohesive staff community across diverse disciplines.

Join us in our pursuit of creativity, excellence, and innovation, and lead the charge in creating a cutting-edge IT infrastructure that drives the University of Southampton into the future.

How to apply

For a conversation in confidence or details of how to apply, please contact

Mark Holleran
southampton@talentedu.co.uk
020 3290 2907

The closing date for receipt of applications is midnight (GMT) on **Monday, 1 July 2024.**

Following a longlist meeting of the Search Committee, successful candidates will be invited to attend a virtual Engagement Day on **Wednesday, 10 July 2024.**

Interviews are scheduled to take place in person on **Monday, 29 July 2024.**

To apply:
<https://talentedu.com/jobs/cdio>

CHIEF DIGITAL AND INFORMATION OFFICER

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 Responsibilities

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).

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.

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.

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.

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.

Internal and External Relationships

- 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.

CANDIDATE PROFILE

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.

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.

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

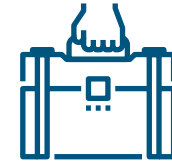
- Ability to lead and manage change through an organisation.
- Demonstrates cultural and cross-cultural sensitivity and understanding
- Able to represent the University of Southampton at senior level nationally and internationally
- Able to build connections to relevant sector networks
- Able to demonstrate alignment with the University's core values in all areas of work, and champion those behaviours in the directorate
- Able to manage multiple workloads and prioritise service demands
- Self-motivated and able to motivate others

We are very excited to be investing over £40m in our sports facilities.

The new building has been designed to be inclusive to all potential users, to connect to the outdoors, increase natural light, and to help meet our Low Carbon Target. The new sports facility is due to be open to users in 2024.



Southampton is ranked
80th
in the world¹



Received **£114.7m** in research grant and contracts income in 2021/22²



92% of our research has been classed as world leading or internationally excellent³



Engaged in research with over **700** overseas partners



We attract high-quality students from over 130 countries



A founding member of the Russell Group of 24 major research-intensive universities in the UK



Founding member of the Worldwide Universities Network

We have over **24,500** students, including more than **9,000** international students



£4.14bn of economic impact across the UK in 2020/21⁶



Ranked 17th in the UK⁴

Our 285,000 alumni community spans over **185** countries



We employ over 6,500 staff

Very strong performance in the first KEF exercise⁵



Our income exceeded £673m in the 2021/22 financial year²



The University creates and underpins employment in other organisations, amounting to over **16,000** jobs across the UK⁶



At any one time we are working with over **1,000** external organisations around the globe

¹ QS World University Rankings, 2025

² University of Southampton Financial Report, 2021/22

³ Research Excellence Framework, 2021

⁴ The Complete University Guide, 2024

⁵ Performing at or above the cluster average across every perspective

⁶ The economic and social impact of the University of Southampton, London Economics, 2022

OUR CAMPUSES

We have six campuses in Southampton, one in Winchester and one in Malaysia. Each has its own personality, world-leading facilities and specialisms.

Highfield Campus

Our main campus, Highfield, is the largest of our campuses, and the heart of the University. It is home to many of our state-of-the-art research and teaching facilities, and combines a lively and exciting atmosphere with calm, green surroundings.

With cafes, shops, concert halls, gyms and even a student cinema alongside academic facilities, Highfield is a hub of activity.

This is also where we are planning significant improvements to our student sports facilities, including a major expansion of the popular Jubilee Sports Centre.

University Hospital Southampton NHS Foundation Trust (UHS)

UHS is the main site for the study of medicine and healthcare. It hosts a purpose-built research hub, and is also home to the University's dedicated Centre for Cancer Immunology – the first of its kind in the UK. This site will soon see the development of a new medical health research building.

Boldrewood Innovation Campus

Boldrewood is the base for engineering studies and research. Facilities include laboratories for studying unmanned aerial vehicles (UAVs), fluid dynamics and high-performance sports, a driving simulator, flight simulators, design studios, a 138m towing tank and our £48m National Infrastructure Laboratory (NIL). The NIL houses five new engineering laboratories, including a 30m x 15m large structures testing laboratory and a cutting-edge geotechnical centrifuge.

National Oceanography Centre Southampton (NOCS)

Our unique waterfront campus, based at NOCS, is one of the world's leading research centres for the study of ocean and Earth science, with facilities including the Coral Reef Laboratory, a multi-use research aquarium, our 19.75m purpose-built catamaran and the National Oceanographic Library.

With zoom of access to the waterfront, the campus is also the operational base for the Natural Environment Research Council's (NERC) UK fleet of deep-sea research vessels, giving us unique access to research cruises all over the world.

Avenue Campus

Just a few minutes' walk from Highfield, and on the edge of Southampton Common, Avenue Campus is the base for our humanities subjects. Avenue has its own lecture theatres and catering facilities, plus a purpose-built £3m archaeology building and a new interactive digital humanities hub.

Southampton city centre

In the heart of the Cultural Quarter in the city centre, our Sir James Matthews Building offers updated teaching and learning spaces alongside facilities for meeting local and regional civic partners. The Building also includes a student enterprise zone and an artisan cafe.

A short walk across Guildhall Square from the Sir James Matthews Building is the University's John Hansard Gallery, one of the UK's leading contemporary art galleries, which plays a dynamic role in the cultural life of Southampton and the region.

Winchester School of Art (WSA)

Based in the historic city of Winchester, our specialist arts campus is home to a vibrant community of over 1,300 art and design students. With creative ambition at its core, WSA offers cutting-edge resources and facilities including specialist computer suites, photography studios, laser cutting, 3D printing and more.

The University is planning to expand its presence in Winchester, with an exciting opportunity from Winchester City Council.

University of Southampton Malaysia

In 2021, we relocated our campus in Malaysia to a brand new estate with state-of-the-art laboratories, upgraded facilities, and improved learning and recreational spaces.



Avenue Campus



University Hospital Southampton NHS Foundation Trust (UHS)



Highfield Campus



Boldrewood Innovation Campus



National Oceanography Centre Southampton (NOCS)



University of Southampton Malaysia

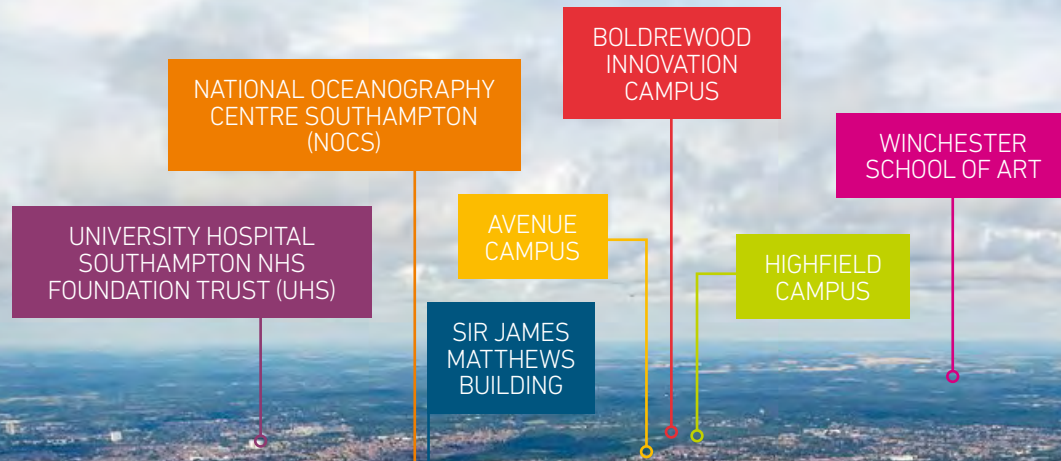


Sir James Matthew Building



Winchester School of Art (WSA)

THE UNIVERSITY AND ITS REGION



3rd
best place
to live and work
in the UK*

*Good Growth for Cities Index, January 2021, DEMOS-PwC

The University's core purpose and vision is to inspire excellence to achieve the remarkable and build an inclusive world, and our partners in the city play a vital role in helping us in this.

Our foundations and heritage make the University a gateway to the world and our Strategy emphasises our commitment to 'place' and being a civic university. We are deeply committed to Southampton as a city of culture and across the region will further develop our civic role of making a positive impact.

Being a civic university allows us to rethink how we contribute to our region, so that civic engagement can become hardwired into institutional culture.

Articulation of the benefit the University brings to the region through the productive relationships we have with local and regional government, will help mobilise a community of supporters to benefit all communities. Over 50 per cent of our UK-based alumni (over 80,000 people) live within 50 miles of the University alongside 'friends' who support us philanthropically and through collaboration.

Underpinned by the four pillars of the Civic Charter – Place, People, Partnerships and Impact – we will work together with our friends and civic partnerships to improve the lives and environment of people across diverse communities in a just and responsible way. The University will become a truly integrated part of its local communities.

Southampton

Southampton is a fantastic place in which to live, work and socialise. Regardless of what life stage you are at, you will find a dynamic and vibrant city that caters for all. With an enviable location on the coast, yet just over an hour from London, the region combines incredible natural beauty with a thriving social scene – making it a desirable place to live! As an ethnically rich city that is growing rapidly, Southampton is benefitting from considerable investments in the region.

The city centre is currently thriving thanks to over £600m of regeneration plans and projects, including the historic Bargate Quarter, with new hotels, homes and transport links. This is a city of growth and transformation, and it is an exciting time to be here.

There is something for everyone in Southampton and the surrounding areas. For outdoor enthusiasts, water sports, sailing and ocean racing are easily available, while the beautiful New Forest National Park is just 30 minutes away. With many excellent local schools and nurseries, families will find a fantastic quality of life, while there's a thriving LGBTQ+ social scene. Multiple faiths are celebrated in the city, and the rich cultural heritage of Winchester is just on our doorstep.

Winchester

On the edge of the South Downs National Park, England's ancient capital, Winchester, is steeped in history and is complemented by a lively atmosphere and a wide variety of pubs and restaurants, museums, theatres and galleries. With direct rail links to London, our Winchester School of Art campus is one of the UK's leading art and design institutions.

[View our virtual tours](#)

[Watch our video](#)



Find out more

Contact Mark Holleran
southampton@talentedu.co.uk
020 3290 2907