Post Details		Last Updated:	24/01/2024	
Faculty/Administrative/Service Department	IT Services			
Job Title	Chief Information Officer (CIO)			
Job Family	Professional Services	**Job Level**	Level 7	
Responsible to	Chief Operating Officer			
Responsible for (Staff)	Chief Information Security Officer, Chief Technology Officer, Director of Support and Operations, Head of Business Analysis, IT Performance and Improvement Lead & PA			

Job Purpose Statement

This is a strategic leadership role responsible for all digital and technology aspects across the entire institutional scope.

Reporting to the Chief Operating Officer, the role will lead the strategic vision, development, and implementation of innovative digital solutions while overseeing the delivery, integration, and optimisation of information technology within the University. It holds strategic accountability for digital risks, including cyber-security and digital business continuity and will ensure that institutional risk is understood and managed.

The role will drive transformation initiatives, utilising technology, and digital services to improve operational efficiency and customer experience, identifying, assessing, and championing the use of emerging technology and digitally enabled business models to better meet the institution's mission and strategic goals.

Key Responsibilities
This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities

1. Lead the formulation and execution of a comprehensive technology approach aligned with university objectives, ensuring that digital and information systems meet institutional needs.
2. Oversee the delivery of technology solutions, programmes, and projects, driving a culture of excellence in digital and technology project/programme management and delivery methodologies and quality assurance.
3. Collaborate closely with senior leaders from across the University to understand business needs and effectively align technology solutions to enhance institutional objectives.
4. Direct the management and optimisation of technology and technology operations, ensuring reliability, scalability, and security. Drive initiatives to automate, modernise, and streamline systems and processes to meet evolving business needs and drive efficiencies and effectiveness.
5. Lead and champion cyber-security and risk management efforts, ensuring plans are in place to meet institutional risk tolerances and compliance with necessary industry standards and regulations. Safeguard the University's digital assets and information.
6. Foster a high performing positive culture within the IT team, attracting top talent, providing mentorship, and promoting professional development. Create an environment that encourages innovation, collaboration, and continuous learning.
7. Establish KPIs and metrics to measure technology performance and delivery outcomes, optimising technology investments and operations.

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

- Develop and lead the delivery of the IT portfolio's approach and the institutions digital, technology, and cyber-security approach in support of the University's overall ambitions.
- Extensive input into wider University strategic decision making.
- Lead major projects and initiatives.
- Lead on the long-term (multiple years) planning and organising of the IT function and institutional IT and digital approach.

Problem Solving and Decision Making

- Analyse and predict complex technological challenges and provide innovative solutions proactively.
- Make informed, data-driven decisions that optimise processes, mitigate risks, and address emergent issues.
- Employ critical thinking and strategic foresight to navigate evolving technological trends.
- Lead on digital and technology matters, bringing relevant matters to the COO (Chief Operating Officer) for general direction.

Continuous Improvement

- Accountable for ensuring continuous improvement within IT Function and using technology to drive institutional continuous improvement.
- Maintain continuous review of quality and of external landscape to promote best service.
- Champion a culture of continuous digital innovation and transformation across the University.
- Ensure compliance with industry standards, data privacy, and cyber-security best practice.

Accountability

- Responsible for developing and delivering the strategic plans and policy for IT, digital, technology, and cyber-security.
- Establish key performance indicators and metrics to measure efficiency and effectiveness of digital initiatives.
- Delivery of key projects.
- Management of the institution's cyber-security position and approach.

Dimensions of the role

- Ensure financial plans are developed and that services operate effectively within budget.
- Provide budgetary control and accountability, procuring smartly to achieve value for money for the University's investment in IT.
- Responsible for providing leadership and management to a multi-disciplinary group of staff over multiple areas of responsibility.

Supplementary Information

- Significant proven experience of leading organisational change, overseeing large projects and transforming services.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships	
Professionally qualified with a relevant degree/ postgraduate qualification, plus significant years' relevant leadership experience, or substantial experience and proven success in strategically important broad function / specialist area. Or, Substantial and extensive vocational experience demonstrating professional development and achievement in a series of progressively more demanding, influential, and broad work roles, backed by evidence of deep and broad knowledge of the whole functional work area.	E

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role	Essential/ Desirable	Level 1-3
Strong track record of leading an IT function in a complex organisation	E	3
Demonstrable experience of information systems strategy development	E	3
Wide knowledge of corporate IT systems, software, and data processes	E	3
Wide knowledge of technical design, delivery, and implementation processes	E	3
Strong interpersonal skills including motivating, negotiating, influencing, and networking	E	3
Experience of managing substantial budget / resources	E	3

Special Requirements:	Essential/ Desirable

Flexibility to work outside core office hours as required by the role and institution	E
Strong track record championing Equity, Diversity, and Inclusion	E

Core Competencies This section contains the level of competency required to carry out this role.	**Level 1-3**
Communication	3
Adaptability / Flexibility	3
Customer/Client service and support	3
Planning and Organising	3
Continuous Improvement	3
Problem Solving and Decision-Making Skills	3
Managing and Developing Performance	3
Creative and Analytical Thinking	3
Influencing, Persuasion and Negotiation Skills	3
Strategic Thinking & Leadership	3

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.
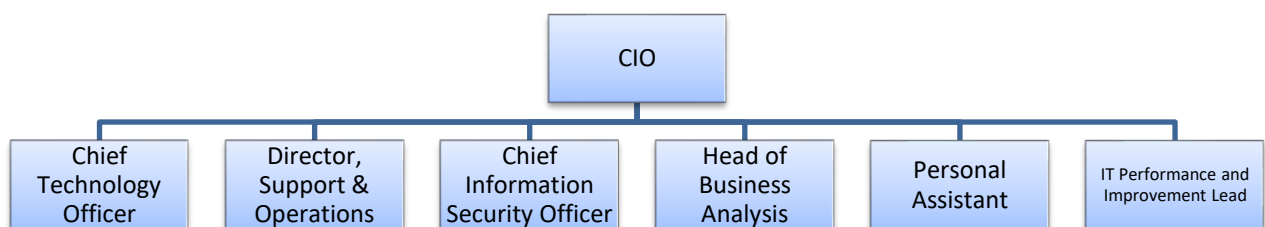
Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

As at Q1 2024, the IT Team at Surrey is well regarded and has gone through significant maturation in recent years, becoming more efficient and effective over time. Digital, technology, and cyber-security is heavily centralised, and the institution respects and values the role of digital in its day to day operations, as a supporting/facilitating capability to underpin the maturity and effectiveness of other areas, and as a capability and force which is driving change in the way that our core business operates. Strong connections exist in to the broader organisation and the institution is expecting technology to be a core underpinning factor in its next strategy.

Department Structure Chart

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                          CIO
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 Chief      Director,   Chief      Head of    Personal   IT Performance and
 Technology Support &   Information Business   Assistant  Improvement Lead
 Officer    Operations  Security   Analysis
                        Officer
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Relationships *This is not an exhaustive list of every relationship the post holder has but is a brief description of those that play an important part in the post holder successfully carrying out the role.*

Internal

- Chief Operating Officer
- Senior Colleagues from all areas of the University

External

- Relevant sector bodies (e.g. UCISA (Universities and Colleges Information Systems Association), JISC)
- Major technology suppliers and partners
- Other institutions