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| **Post Details** | | **Last Updated:** 12/6/2025 | | | |
| **Faculty/Administrative/Service Department** | IT Services | | | | |
| **Job Title** | Director of Digital Technology and Operations | | | | |
| **Job Family** | Professional Services | | **Job Level** | 7 | |
| **Responsible to** | Chief Information Officer | | | | |
| **Responsible for (Staff)** | 3 | | | | |
| **Job Purpose Statement**  Reporting to the Chief Information Officer, the post holder will be responsible for the delivery of the Digital and IT Services and Development across the University and for developing and delivering the technology strategy in support of the Digital plan. They will be expected to lead and manage a multi-disciplinary IT service delivery and development function which continues to evolve to meet the University’s technology needs, and, working with their team and key strategic technology providers, to transform our foundational technologies to support the University’s strategic Digital and Data plan.  The role will operate as a senior and visible leader and owner of IT support and resourcing, build strong relationships with senior service consumers, and will manage the University’s live services operations environment, promoting and developing operational excellence and service ownership and technology leadership in every aspect of the service. The post holderwill lead ongoing transformation of the service to include new working practices, processes and technology to create a truly exceptional service delivery organisation and a strong technology foundation for the University’s digital and data plans. They will ensure that our delivery and run investment is cost optimised against the University’s strategic aspirations, shifting our spend focus as required to achieve our strategic aims. | | | | | |
| **Key Responsibilities** | | | | | |
| 1. Create the context for a high performing service and development operation, able to fully support the move to new digital services and products whilst providing a customer first ethos. 2. Champion and improve the maturity of service operation disciplines within IT Services, implementing new tools and technology where they will deliver demonstrable value and return on investment e.g. self-service, orchestration, automation. 3. Implement the technology solutions to support the University’s Cyber Security principles and standards, ensuring the environment is secure and the service can respond to, and recover from, a cyber-attack with the minimal of impact to service and the University. 4. Work collaboratively with peers and technology specialists across the organisation to build enhanced capability and capacity within the Service Delivery function – ensuring it is ‘future proof’ and agile. 5. Instil accredited, structured processes and practices within the function to ensure a consistent, measurable level of service delivery aligned to business expectations. 6. Oversee the Digital development implementations assigned to the team across applications, systems, data integrations, data Lakehouse and AI, ensuring high quality, user centric, efficient and effective, fully tested solutions are delivered. 7. As a member of the IT Executive team, contribute to the overall development and operation of the entire department, supporting the CIO in the delivery of the service and in the delivery of Digital and Data Plans to the University. 8. When required deputise and represent the CIO and the service across the University and externally.   **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** | | | | | |
| **Planning and Organising**   * The post holder is a professional expert in their field and is expected to have an authoritative knowledge and understanding of all aspects of Digital development and delivery. * The post holder is required to possess the conceptual ability to address short term operational problems in a strategic context. This requires an understanding of the University’s strategic aims as well as the operation of a large complex organisation. * They will apply their in-depth, comprehensive knowledge gained through substantial experience to assess complex/novel issues and develop imaginative solutions based on sound understanding of changes and developments at all levels. | | | | | |
| **Problem Solving and Decision Making**   * The post holder is expected to operate with a high degree of strategic autonomy, with minimum referral to the Chief Information Officer. * When faced with situations with intangible or unstructured aspects, the post holder will need to define the key issues before recommending and implementing a solution. To determine the best course of action, the post holder will need to apply analytical, interpretive and constructive thinking and a high degree of evaluative judgement. * Significant elements of this role will require the post holder to use their influencing and negotiation skills in their dealings with colleagues. This will involve persuading individuals over whom they have no direct authority to complete tasks to agreed deadlines and within project schedules. | | | | | |
| **Continuous Improvement**   * To perform effectively the post holder must have expert knowledge of Service Delivery and Development standards. They will maintain and develop their knowledge by undertaking research and developing external professional networks. * The post holder will propose and implement changes to current working practice and develop and define changes in policy, to consistently improve quality and effectiveness of service and take into account legislative requirements. * The post holder is expected to proactively identify service improvements and process efficiencies and effectiveness to reduce costs and enhance the customer and student experience, ensuring service targets and KPIs are consistently met. | | | | | |
| **Accountability**   * The department impacts upon c.20,000 current staff and students and plays an important role in creating a positive student experience. * The post holder is expected to act independently and will resolve the majority of issues they face, however they may seek guidance from the Chief Information Officer when responding to particularly complex and/or novel situations. The post holder has autonomy to make decisions which may affect the University’s service provision to any stakeholder, without senior management input. * The post holder takes responsibility for establishing plans, determining priorities and setting processes to ensure service targets, objectives and KPIs are consistently met and projects are delivered on time and within budget. | | | | | |
| **Dimensions of the role**   * Utilise and manage allocated budgets and resources effectively and flexibly and control all related expenditure to ensure delivery of all objectives, KPIs, service targets and projects. * Motivate and lead a team to meet team, department and University requirements. Provide training, advice, supervision and assistance as necessary, to ensure effective performance against objectives. | | | | | |
| **Supplementary Information**   * The post holder is expected to demonstrate a high degree of leadership and relationship management skills | | | | | |
| **Person Specification** | | | | | |
| **Qualifications and Professional Memberships** | | | | |  |
| Professionally qualified with a relevant degree/postgraduate qualification, plus significant relevant managerial experience and leadership experience, or substantial experience and proven success in a strategically important specialist area.  Or:  Extensive vocational and strategic management and leadership experience demonstrating professional development through involvement in a series of progressively more demanding and influential work/roles, backed by evidence of significant development | | | | | E |
| ITIL Foundation Certificate | | | | | D |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | | | | **Essential/ Desirable** | **Level**  **1-3** |
| Extensive senior management and leadership experience in a complex organisation | | | | E | 3 |
| Successful track record of Technology Strategy development, delivery and execution including the delivery of Digital solutions through development using internal and external resources | | | | E | 3 |
| Experience of leading transformational change programmes involving business process, people and organisational change | | | | E | 3 |
| Experience in leading the successful implementation /adoption of ITIL within a Service Delivery operation | | | | E | 3 |
| Extensive experience working with external suppliers, managing large scale contracts and developing out-tasking arrangements | | | | E | 3 |
| Comprehensive understanding of IT infrastructure and architecture | | | | E | 3 |
| An appreciation of digital terminology, practice and process | | | | E | 3 |
| Proven ability to lead and develop staff creating a high performance operations environment and teams | | | | E | 3 |
| Demonstrable passion for new technology and the benefits it can bring for customers | | | | E | 3 |
| **Special Requirements:** | | | | | **Essential/ Desirable** |
| The post holder must be willing and able to work flexibly. This will include working outside regular office hours upon occasion. | | | | | E |
| The post holder will be expected to be available to act as an escalation point outside regular office hours when necessary to make management decisions in supporting and resolving critical incidents impacting tier 1 services. | | | | | E |
| **Core Competencies** | | | | | **Level**  **1-3** |
| Communication  Adaptability / Flexibility  Customer/Client service and support  Planning and Organising  Continuous Improvement  Problem Solving and Decision Making Skills  Managing and Developing Performance  Creative and Analytical Thinking  Influencing, Persuasion and Negotiation Skills  Strategic Thinking & Leadership | | | | | 3  3  3  3  3  3  3  3  3  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  IT Services offers a wide range of administrative and academic computing and information technology services for all staff and students at the University with over 20,000 service users, as well as operating as an engine room and champion for the University’s newly revised strategy, using the opportunities afforded by modern technology to truly modernise and digitise the University  The IT Services function is aligned around core University products, with this function providing technology services and resources to deliver transformation across these products. The role joins the CIO, a Director of Cyber Security, and a Director of IT Programme and Project Delivery on the IT Executive Team. | | | | | |
| Representative Department Structure Chart | | | | | |
| Relationships The post holder will manage relationships with a range of internal colleagues and work alongside multiple suppliers on the resolution of complex service problems.  The post holder will build the reputation of and confidence in the IT service through establishing collaborative relationships delivering effective, practical service delivery.  **Internal**   * The post holder will represent IT Services and contribute to the University’s Executive and Strategic bodies in shaping and defining Department strategies, programmes and projects. * The post holder works with academic, research and administrative staff and student bodies at all levels within the University. * The post holder works with senior colleagues, Executive Board, committees and groups across the university, * The post holder works closely with the CIO, IT Executive Team, and IT Services colleagues to identify, propose and implement IT solutions.   **External**   * The post holder works with external service and technology suppliers and partners as appropriate, represents IT Services and the University at professional events as required and develops a network of relevant professional and industry contacts to keep abreast of new IT and HE developments relevant to the provision of IT services to the University. | | | | | |