

The Chief Information **AND** Digital Officer



The University of Surrey is a

global community

of ideas and people, dedicated to

**LIFE-CHANGING EDUCATION
AND RESEARCH**

With a beautiful and vibrant campus, we provide

**EXCEPTIONAL
TEACHING**

and practical learning to

inspire and empower

our students for personal
and professional success.

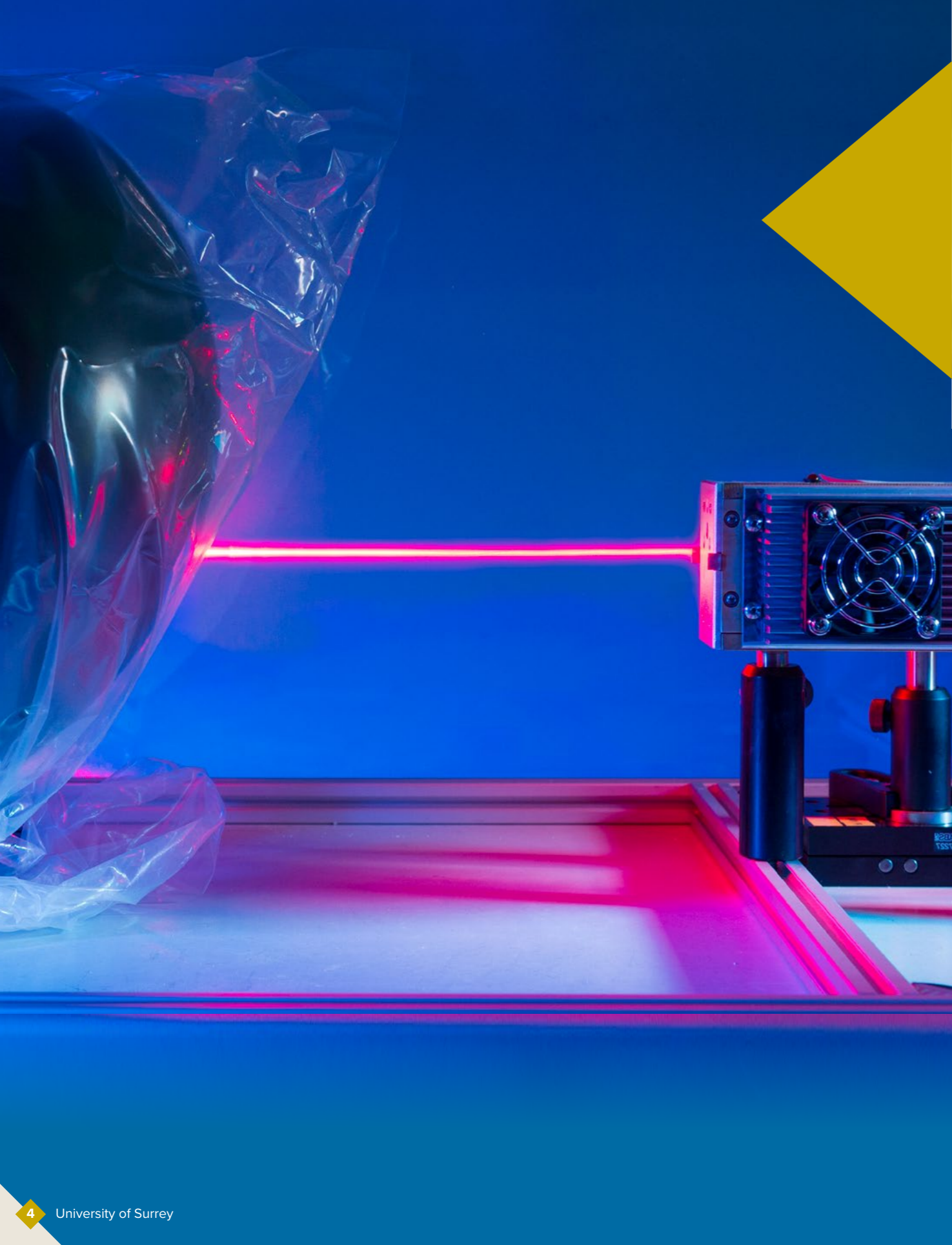
Through our

world-class research and innovation,

we deliver

**TRANSFORMATIONAL
IMPACT**

on society and shape future digital economy
through agile collaboration and partnership with
businesses, governments and communities.



Ambition, MOMENTUM and energy



WELCOME

PROFESSOR G Q MAX LU AO DL FAA FTSE
PRESIDENT AND VICE-CHANCELLOR

AS WE MOVE FORWARDS INTO SURREY'S SECOND HALF CENTURY, OUR PEOPLE CONTINUE TO GROW OUR COMMUNITY, MAKING NEW DISCOVERIES AND UNFORESEEN CONNECTIONS.

The University of Surrey has always been a pioneer. Since the University's founding in the 1960s, and before that at Battersea College, our community has thrived through strong connections and collaboration with the outside world. We've formed close partnerships with other institutions and businesses, reaching across geographic boundaries, and used those relationships to bring potential to life.

Above all, our strength is in our people. Surrey's academics make extraordinary discoveries which address some of the world's biggest challenges, while setting our students on their own paths of discovery and success.

Our intrepid spirit is no more embodied than by our nutritional science colleagues,

who have just been awarded the Queen's Anniversary Prize. Through decades of ground-breaking research, these academics have uncovered new links between diet and preventable disease, and brought about major changes in government policy. We're all incredibly proud of their achievements.

There's a real energy, momentum and ambition to Surrey. It's always been part of us, and I'm excited to now be able to share with you how we're taking that energy forwards into the future. I hope you enjoy reading about our future plans - the 'Surrey Ambition' - in this brochure, as well as looking back at our fantastic achievements from 2017. In 2017 we marked 50 years in Guildford, and now we look forward to the exciting new worlds we are only beginning to explore.

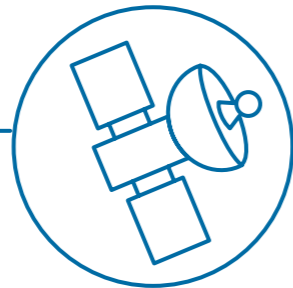


ONLY AT Surrey

SINCE OUR FOUNDATION, WE'VE BEEN DEFINED BY
THE ENERGY AND DETERMINATION OF OUR PEOPLE.

OUR PASSION KICK-STARTED A GLOBAL INDUSTRY

As a PhD student in the 70s, Professor Sir Martin Sweeting built a command station for amateur radio enthusiasts – the beginning of the Surrey Space Centre and spin-out company Surrey Satellite Technology Limited.



THERE'S A PIECE OF US IN EVERY DVD PLAYER AND SUPERMARKET

In 1985 Professor Alf Adams helped make the digital age possible by inventing the strained-layer quantum-well laser, now used in billions of optical electronic devices including CDs, DVDs and supermarket checkouts.



HERE ARE
SOME OF OUR
ACHIEVEMENTS



THAT EMBODY
THE SURREY
AMBITION.

WE'VE WON A QUEEN'S ANNIVERSARY PRIZE FOUR TIMES

One of the most prestigious honours a university can achieve, we've been awarded one four times: in 1996, 2002, 2011 and 2017.



WE'VE WON FOUR OSCARS, SEVEN GRAMMYS AND 12 BAFTAS

Graduates of our world-renowned Tonmeister® degree course have taken the entertainment world by storm.



FROM A BRITISH ICON TO DRIVERLESS CARS

In 1958, alumnus Sir Alec Issigonis designed Britain's most iconic car in response to the Suez oil crisis. Today, we're trialling cutting-edge driverless vehicles.





A global

POINT OF VIEW



OUR ECOSYSTEM OF GLOBAL PARTNERSHIPS CONTINUALLY EXTEND THE IMPACT OF OUR RESEARCH AND TEACHING.

OUR NETWORK SPANS THE GLOBE

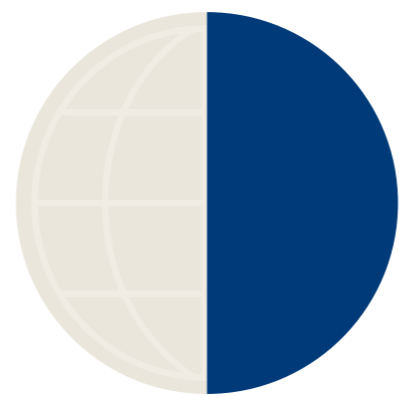
Our global outlook and impact is supported by a rich network of strategic partnerships with like-minded institutions around the world. For example, the University Global Partnership Network (UGPN) is a collaboration with the Universities of Sao Paulo, North Carolina State and Wollongong, which supports sustainable world-class research, education and knowledge transfer for the benefit of global society. The UGPN has propelled forward 45 research projects in areas such as antimicrobial resistance, air pollution and climate change.

SURREY INTERNATIONAL INSTITUTE AT DONGBEI UNIVERSITY OF FINANCE AND ECONOMICS, CHINA (SII-DUFE)

In 2017 senior staff and students from Surrey and China came together to celebrate the 10th anniversary of our joint venture, SII-DUFE, one of the largest British higher education programmes in China. The Institute is now set to reach greater heights with the launch of a new accounting and finance course and an expansion of our joint research activities.

A WORLD OF OPPORTUNITY

An ever increasing number of Surrey students are discovering the life-changing benefits of studying or working abroad as part of their course. Over 470 students spent time abroad in 2017, in countries from Argentina to Japan, as well as almost all EU countries. In 2018, Surrey celebrates 10 years of partnership with the Santander Universities network, which funds student and staff mobility between universities from over 20 countries worldwide.




Laying roots,

GROWING AND

giving back

AT THE UNIVERSITY OF SURREY OUR COMMUNITY SPIRIT EXTENDS FAR BEYOND OUR CAMPUS.

Since we planted our roots in Guildford in 1966, the University has been an enthusiastic and active member of the local community, and we are passionate about giving back to our home.

In 2017, we have continued to offer the people of Guildford sports, arts and business facilities, public programmes and resources, as well as learning and development opportunities through scholarship and community outreach. Our staff and students also continued to build meaningful relationships through voluntary work and charitable giving.

In the same way that we enjoy all the entertainment and culture that Guildford has to offer, we invite the public to enjoy all that we have to offer. From stargazing evenings to sporting tournaments, our calendar of events are as diverse as they are enjoyable.

We know that investing in young people is an investment in the future of society. We're passionate about education. Our Widening Participation and Outreach Department delivers a programme of activities to local state school students from backgrounds that are underrepresented at universities because we believe in giving opportunities to all regardless of background.

Communication is crucial to maintaining a good relationship with our neighbours. The Students' Union's Community Zone and the University's Public Engagement team connect with the local community, and Surrey's twice yearly newspaper *Your University* keeps local residents informed.

We laid our roots in Guildford more than half a century ago, and in that time both the town and the University have continued to grow side-by-side. We support one another and share in celebrations, challenges and victories, and will continue to do so for years to come.



BUILDING A

5G future

THIS YEAR, OUR 5G INNOVATION CENTRE BEGAN TO UNVEIL THE NEXT GENERATION OF MOBILE COMMUNICATION TECHNOLOGIES THAT WILL TRANSFORM THE WAY WE LIVE. AS WE TOOK THE LEAD IN A NEW £16M TESTBED HUB PARTNERSHIP, DEMONSTRATED EUROPE'S FIRST AUTONOMOUS CAR, AND LAUNCHED THE WORLD'S FIRST 5G DIGITAL GAMING INITIATIVE, THE '5G CITY OF THE FUTURE' MOVED EVER CLOSER TO REALITY.



THE 5G CITY OF THE FUTURE



A DIRECT LINE TO THE UNIVERSE
Mobile devices able to control satellites by sending signals into space.

A RETAIL REVOLUTION
Delivery drones able to deliver orders, from retail to takeaways, direct to your home.

EXPLORING NEW WORLDS
Virtual reality gaming that will allow you to immerse yourself in another world, with video-realistic content production and ultra-fast connectivity.

SMARTER LIVING
Smart homes intelligent enough to distinguish between people and adjust the lighting, temperature and music based on personalised preferences.

YOUR COMMUTE REIMAGINED
Driverless cars with the ability to navigate traffic with real-time updates.

LIFE-SAVING TECH
Wearable technology with the ability to save lives by reading vitals and sending information to your doctor or to the emergency services.

OPENING UP AND

coming together

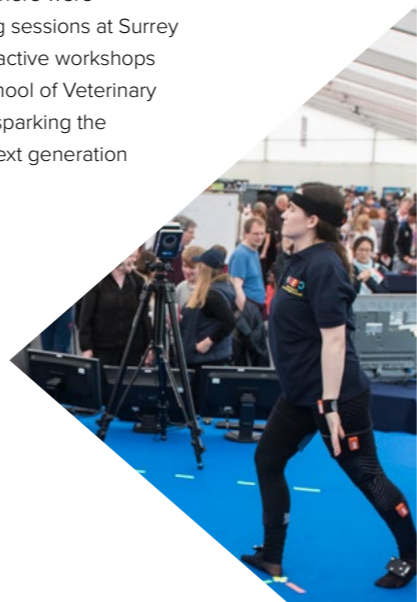
WE CELEBRATED 50 YEARS IN GUILDFORD WITH OUR 'FESTIVAL OF WONDER' IN MAY 2017, INVITING GRADUATES AND LOCAL RESIDENTS ONTO CAMPUS TO WITNESS THE FASCINATING WORK WE DO.

Over 6,000 students, graduates and local residents gathered for the Festival, which celebrated 50 years since the University was established on Stag Hill, Guildford. The Festival hosted student performances, live music, and opportunities to explore science, technology and the arts – from touring the solar system to extracting DNA from strawberries.

The great people that make up Surrey include a number of famous faces, many of which took part in the Festival. BBC Radio 4's science presenter Jim Al-Khalili, a Professor in the Department of Physics, and Channel 4 'Supervet' Noel Fitzpatrick, Visiting Professor in the School of Veterinary Medicine, were both on hand to talk to visitors about their inspiring research at Surrey. We were also delighted to welcome actors Brian Blessed OBE and Dame Penelope Keith OBE, and former Rugby Union player Sir Ian McGeechan OBE.

Our past students were also able to gather and reflect on their experiences with Surrey, and on what the University means to them today. Hundreds of graduates gathered in an 'Alumni Lounge' to share their memories, while a mini museum showcased the University through its five decades. Emily Newman, from the class of 2006, said: "The day was fun. It was rewarding to come back as an alumna and see how the University is continually evolving. That's a really nice feeling."

For younger guests, there were professional coaching sessions at Surrey Sports Park and interactive workshops at the University's School of Veterinary Medicine – perhaps sparking the imaginations of the next generation of Surrey students.



BEARING A

gold standard

TEF Gold

THE FANTASTIC TEACHING WE OFFER HAS BEEN RECOGNISED BY THE AWARD OF A TEACHING EXCELLENCE FRAMEWORK (TEF) GOLD AWARD, WHICH MARKS THE UNIVERSITY OF SURREY AS AN 'OUTSTANDING' INSTITUTION.



PROFESSOR JANE POWELL
VICE-PROVOST, EDUCATION
AND STUDENTS

"Surrey students are talented and ambitious: they come from all over the world and from diverse backgrounds. They are very effective in bringing their varied perspectives to shape the design and delivery of our courses, to participate in decisions about support and resources, and to define the character of our academic community."

We've long been confident of the teaching we offer at the University of Surrey, with a tradition of great teachers and student-first course design, such as our Professional Training placements, going back decades. We were delighted in 2017 when we were awarded a highly prestigious TEF Gold award by the UK Government. They praised the way we stretch and support our students through rigorous course design and assessment, and recognised our innovative, personalised and well-resourced academic provision.

The TEF panel were particularly impressed by the emphasis we give to embedding Professional Training work placements within our courses, and by how our staff energetically apply their outstanding research to help shape our curriculum and develop our students' critical and analytical skills.

Our students were also recognised as excellent, with students from all backgrounds consistently achieving outstanding results and a significant proportion progressing to highly skilled employment or further study. Like the University itself, our students are also constantly learning and applying their knowledge in new situations.

Professor Max Lu, Vice-Chancellor, said: "This is a wonderful recognition of our world-class courses and our longstanding ethos of working with our students to put their learning experience, personal development and future career opportunities at the heart of our approach to education. An education from Surrey gives students the best possible start in life and a passport to a global career."



A

meeting OF minds



AT THE HEART OF SURREY'S DYNAMIC CULTURE IS A TRULY INTERNATIONAL STUDENT BODY – DEMONSTRATED AT OUR FIRST CHINESE GRADUATION CEREMONY IN BEIJING.

Held as part of the University's golden anniversary celebrations, the ceremony was held at the Beijing Hilton in May 2017 and saw Vice-Chancellor Professor Max Lu and senior academic staff welcoming 300 Surrey graduates along with their families and friends.

The event was a wonderful opportunity to celebrate the achievements of Surrey's graduates who are now going out and making a meaningful impact in the world.

Professor Max Lu said: "We're proud to educate young people who will contribute to society and become the leaders of the future, making a difference to the lives of people around them, and supporting and developing local and global economies."

The ceremony was also a chance to welcome graduates to the University's vibrant international alumni community, which spans 140 countries and connects over 105,000 former students, and to outline our plans for a future Beijing Alumni Club.

During the event, an honorary doctorate was given to eminent scientist Professor Tieniu Tan, a former Vice-President of the prestigious Chinese Academy of Sciences. Dr Tan has collaborated with many of Surrey's academics and serves on the Advisory Board of the Surrey-China Academic Network.

PROFESSOR MAX LU
PRESIDENT AND VICE-CHANCELLOR

"This event was a significant milestone, as it's the first time we've celebrated the achievements of our Chinese students in Beijing. Our Chinese students and graduates make contributions to the University that make Surrey unique. I hope all our graduates have left Surrey with fond memories, lasting friendships and a real sense of achievement."

FACILITIES THAT NET

global events



SURREY SPORTS PARK PROUDLY HOSTED THE FIL RATHBONES WOMEN'S LACROSSE WORLD CUP IN JULY 2017 – A CHANCE TO SHOWCASE OUR EXCEPTIONAL FACILITIES.

Sport has long had a home at Surrey but in recent years, with the opening of the Surrey Sports Park, we've moved into a higher gear, enabling us to host global sports events and setting us up for great sporting success in the future.

The FIL Rathbones Women's Lacrosse World Cup in 2017 saw us host athletes from 25 different nations to compete for the title of World Lacrosse Champions. England beat two-time champions Australia 10-9 in the third place play-off, securing the bronze medal with a dramatic golden goal – the team's first Lacrosse World Cup medal since 2005.

Not only did we host the games, but our people were closely involved too: James Wild, Lead Strength and Conditioning Coach at Surrey Sports Park and lecturer in BSc Sport and Exercise Science, worked with the England Women's Lacrosse team throughout the tournament on strength and conditioning training.

The Surrey Sports Park is continuing to build on the success of the 2017 Women's Lacrosse Cup event by hosting future Rathbones National Schools Lacrosse Championships, as we welcome school children from across the country to the University with dreams of being the next world champions.

Surrey Sports Park provides a range of opportunities for athletes to train, improve, and compete on a national and international level, and has hosted competitive events such as the 2010 Women's Rugby World Cup, 2013 Danone Nations Cup and the inaugural Paralympics GB SportsFest. The Park is also home to some of the world's top elite sports teams and athletes, and will only grow in significance in the years to come.



KAREN ROTHERY
CEO OF SURREY SPORTS PARK

"Surrey Sports Park is incredibly proud to have hosted this major event and we can happily report that it generated almost £4m worth of economic benefit to the local community."

NUTRITIONAL

value

SURREY'S PHENOMENAL BODY OF WORK EXPLORING THE LINKS BETWEEN FOOD, NUTRITION AND HEALTH HAS BEEN RECOGNISED WITH A QUEEN'S ANNIVERSARY PRIZE FOR HIGHER AND FURTHER EDUCATION.

The award was announced at a special ceremony at James's Palace at the end of November 2017. The Queen's Anniversary Prize is the highest honour that an academic institution can win, and is awarded every two years by HM The Queen to acknowledge world-leading research and teaching.

Surrey's award recognises half a century of pioneering research in cardiovascular disease, obesity, diabetes, osteoporosis, vitamin D, iodine and food labelling. Led by our Department of Nutritional Science, and the Food, Consumer Behaviour and Health (FCBH) research centre, the work has not only brought about major changes in government policy, but has also helped transform consumer perception through media and public engagement activities.

While conducting this vital research, Surrey has also educated over 3,000 future practitioners. We were the first university in the UK to teach dietetics and nutrition together, and today are ranked number

one for food science in the country by *The Times* and *The Sunday Times Good University Guide 2018* and the *Complete University Guide 2018*.

Professor Susan Lanham-New, who has been Head of the Department of Nutritional Sciences since 2010, has played a vital part in establishing Surrey as a centre of excellence in this field. Professor Lanham-New said: "The fact that the judging panel described Surrey's work in nutritional sciences as 'exemplary' gives us a huge tick that our last 50 years of effort have really made a difference. This prestigious award is down to the passion and hard work of dedicated staff over many years, and the vision of inspiring academics such as Professor D Joe Millward, who first put Surrey on the map in this area."

The Department of Nutritional Sciences and the FCBH centre's research continues, and will no doubt discover more in the years to come.



SURREY'S RESEARCH HAS:

- Dispelled the myth that dietary cholesterol increases blood cholesterol, which has resulted in removing restrictions on egg consumption
- Improved our understanding of the impact of vitamin D on bone health, in particular with research into ethnic populations
- Led to changes in policy for military training and nutrition provision, through our work with the Institute of Naval Medicine in Gosport
- Prompted reformulation of pregnancy supplements by demonstrating the link between iodine deficiency in pregnant women and lower IQ and reading ability in their children.



PROFESSOR
SUSAN LANHAM-NEW

"Winning the Queen's Anniversary Prize gives us great credibility in the field of nutritional sciences specifically, but also in science generally. We will continue to push forward to ensure that this opens up further opportunities for collaboration with partners both nationally and internationally."

LET'S TALK

The Chief Information and Digital Officer role

BACKGROUND

AS THE UNIVERSITY'S DIGITAL TRANSFORMATION LEADER, THE POST HOLDER WILL BE ACCOUNTABLE FOR THE DEVELOPMENT AND DELIVERY OF THE UNIVERSITY'S DIGITAL STRATEGY, INCLUDING THE TECHNOLOGY AND DATA THAT SUPPORTS IT.

In this role, you'll improve student, academic and research experiences by driving effectiveness and efficiency through the use of technology.

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 18,000 service users.

The vision for IT Services at the University of Surrey is:

"To champion IT as a trusted partner and expert adviser, to enable the University to keep fulfilling its aim of being a place where life-changing moments happen. To develop a seamless, supportive, flexible and capable team of IT professionals, welcomed into a close partnership with Faculties, staff and students. To create and foster an effective, productive and stimulating environment which harnesses IT to enhance the working lives and experience of all members of the University."

At Surrey, IT Services is organised into service line verticals, providing services and support for business administration departments, three academic faculties and 16,000 students. The infrastructure service line includes delivery, development and support of; three data centres, systems administration, Windows and Linux server estates, storage platforms, database services, wired and wireless network services, network security and research computing services, including HPC and HTC.

The seven strategic themes of Surrey's IT Strategy include data management, research and hosting, and mobility and connectivity, which covers virtual desktop services, remote and mobile access, and wired, wireless and core network connectivity. Alongside other major themes of physical environment and 'Just Get IT Right', these strategic foci include the development and delivery of supporting infrastructure services.





THE ROLE

THIS POST WILL BE A MAJOR CONTRIBUTOR TO THE SUCCESS OF THE UNIVERSITY'S AMBITIONS BY LEADING SURREY'S DIGITAL TRANSFORMATION AND THE SUCCESSFUL DELIVERY OF OUR DIGITAL STRATEGY.

Reporting to the Chief Operating Officer, the CIDO will provide leadership, expert advice and guidance on all digital matters and drive change across the University's academic and professional service operations, as well as have extensive input into wider strategic decision making.

The prime objectives of this post are the development, delivery and management of the University's digital (IT and data management) services and resources. The role is responsible for the development and operation of all the University's core IT systems and services.

Building relationships is key to the role and the CIDO will be expected to bring the University community with them as they challenge the status quo and excite the organisation to deliver change in support of the University strategy.

DIMENSIONS

The CIDO portfolio encompasses a total budget of £10 million and around 130 employees.

The post holder will have budgetary control and accountability, procuring smartly to achieve value for money for the University's investment in IT.

Key

RESPONSIBILITIES

This is a strategic leadership role that is responsible for:

Strong leadership and culture

- Providing strategic leadership and direction for the human, financial and physical resources which deliver digital services across the University, ensuring that they are efficiently and effectively deployed.
- Engendering and leading a customer-focused culture across Digital Services to ensure that students and staff have access to excellent service and digital tools.

Strategic planning and resource management

- Developing and leading the University's Digital Strategy (and the supporting Data Management Strategy and Technology Strategy) to form a cohesive and transformational programme that is reinforced by clear planning and delivery targets.
- Providing and managing a resilient, reliable, cost effective and efficient core technology and data management infrastructure based on best practice and standards, including appropriate service levels and cost projections.
- Creating and managing the operating model for a professional and expert IT and Digital Services function, incorporating best practice for core services, infrastructure and applications, including:
 - Developing and leading a proactive, knowledgeable and responsive team
 - Developing appropriate departmental strategies, operating models and supporting policies
 - Benchmarking costs and services against other organisations from inside and outside the HE sector
 - Targeting investment at delivering best results by fostering innovative solutions to business problems and exploiting the broad ranging digital research capabilities of the University.
- Contributing to the delivery of strategic plans relating to teaching, learning, research and campus experience, ensuring that the contribution of the Digital Services function supports and enhances the University's mission to:
 - Deliver a high quality student learning experience
 - Deliver world-class research

Change management

- Leading and managing transformational change across the University, providing the means to enable all students and staff to be exemplars of how to operate effectively and confidently in a digital world.

- Establishing Digital Services as a leader and partner for change with University leaders and stakeholders.

- Delivering and maintaining an appropriate Enterprise Architecture model for a University environment (incorporating business process, data, applications and technology).

Strong relationship building

- Building and maintaining effective relationships and working in partnership with other Professional Services directors, department leaders and senior stakeholders to ensure business processes are efficient and deliver excellent customer service, specifically:
 - A responsive front-line support service for students and staff, engaging with both to improve service
 - A process of continuous innovation and improvement for end user computing and services
 - Active and responsive support for major new University initiatives (eg Student Hub, One Stop Shop, Digital Hub)
 - Participation in UK-wide networks as appropriate in order to represent the University externally.

Data and risk management

- Establishing an appropriate risk management and data security control environment for data protection, complying with Higher Education regulations, data processing standards (eg healthcare data) and GDPR standards and processes.

- Proposing and promoting key digital developments to ensure continuous improvement in the quality of service provided by the Digital Services function.

* 'Digital Services' does not yet exist as an entity - it includes the current IT and Data Management functions.



AN EXCEPTIONAL

candidate

QUALIFICATIONS AND PROFESSIONAL MEMBERSHIPS

Educated to degree level or equivalent in a related field.

EXPERIENCE AND KNOWLEDGE

- Strong strategic vision for digital exploitation within an academic and/or business environment
- Strong track record of leading an IT function, including organisation, people management, motivation and skills development, as well as the technical functions (system development, data management and infrastructure) of similar scale in a complex organisation
- Proven ability to understand and interpret complex, changing requirements
- Ability to use diplomacy and tact at all levels to achieve consensus, including negotiating skills in difficult and politically challenging situations
- Significant proven experience of leading and/or managing organisational change, overseeing large projects, transforming services, people and culture
- Demonstrable experience of information systems strategy development
- Wide knowledge of corporate IT systems, software and data systems and processes
- Wide knowledge of technical design and implementation processes.

PERSONAL QUALITIES

The CIDO is capable of influencing without necessarily having line management authority, and must be comfortable operating in a matrix organisation. The post holder will be able to engage and inspire stakeholders at all levels in IT related matters, and be seen by regulators and senior executives/Council as being technically competent and strategically astute.

With significant experience of developing and implementing organisational change, the CIDO will be rigorous in the monitoring and application of such changes at Surrey. The role holder will also demonstrate a strong understanding of the part organisational culture plays in achieving excellent software and hardware updates, and will be adept at shaping others' responses and engagement with appropriate changes.

The post holder shows empathy and understanding towards the roles and responsibilities of colleagues both within IT and the broader leadership population.

The ideal candidate will possess the flexibility to work outside core office hours and to provide on-call assistance as required.

HOW TO APPLY

The appointment of this role will be determined by a selection panel. A search exercise is being undertaken by Dixon Walter who will support the selection panel to identify the widest field of candidates and to assist in their assessment.

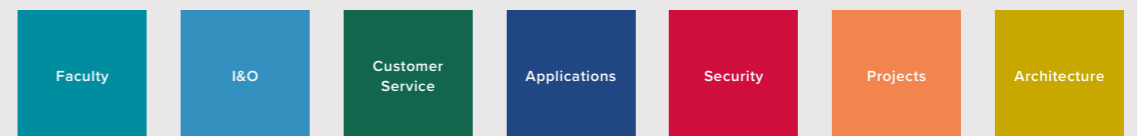
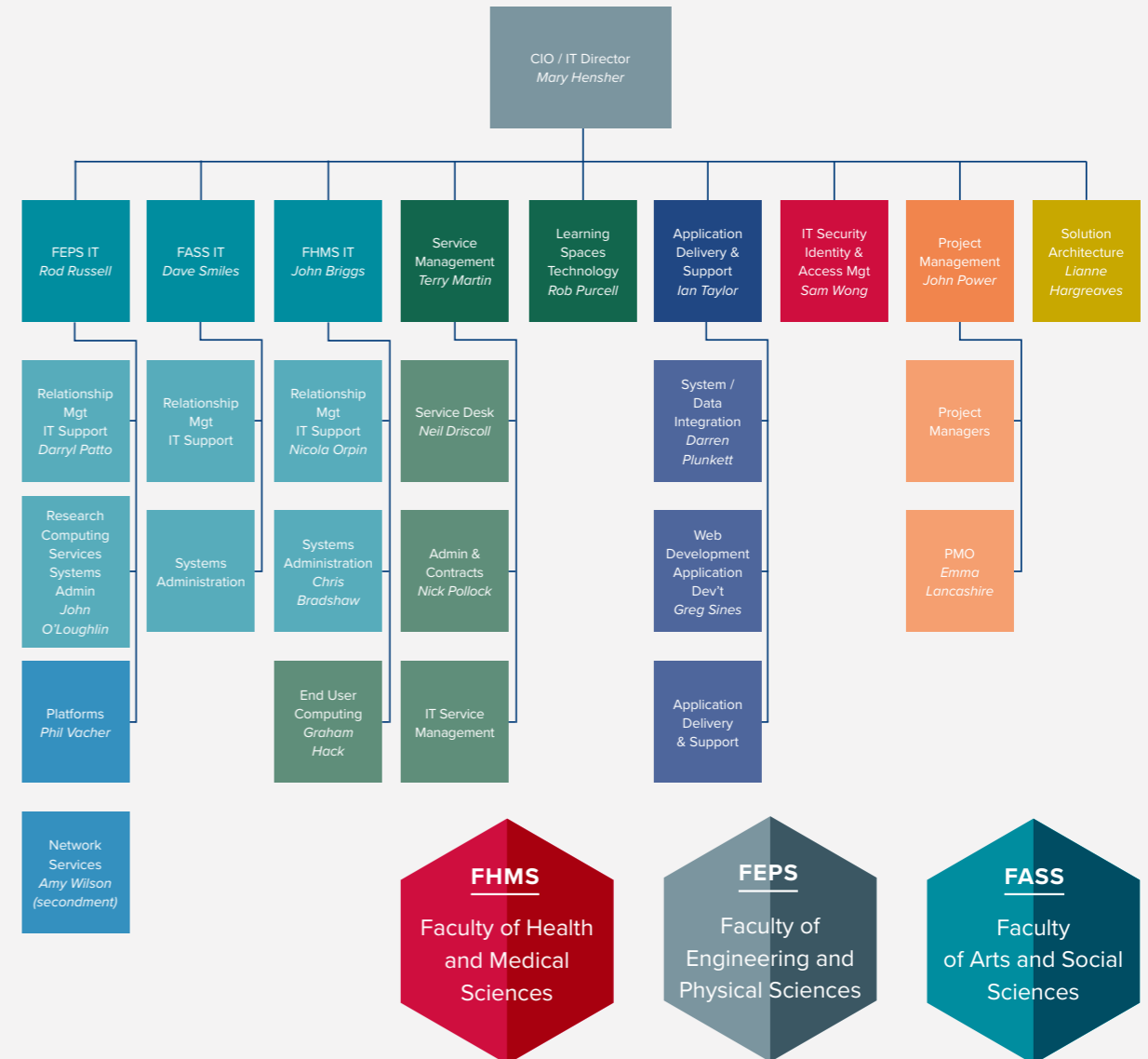
For further information and details of how to apply, please visit:

www.dixonwalter.co.uk/opportunities/surrey-cido
or contact Mike Dixon at Dixon Walter on **0191 5005500**
or at mike@dixonwalter.co.uk

Closing date for applications is **Noon, Thursday 31 January 2019**. Final stage interviews will be held in **March**.

IT services

ORGANOGRAM





8711-0119



UNIVERSITY OF SURREY

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