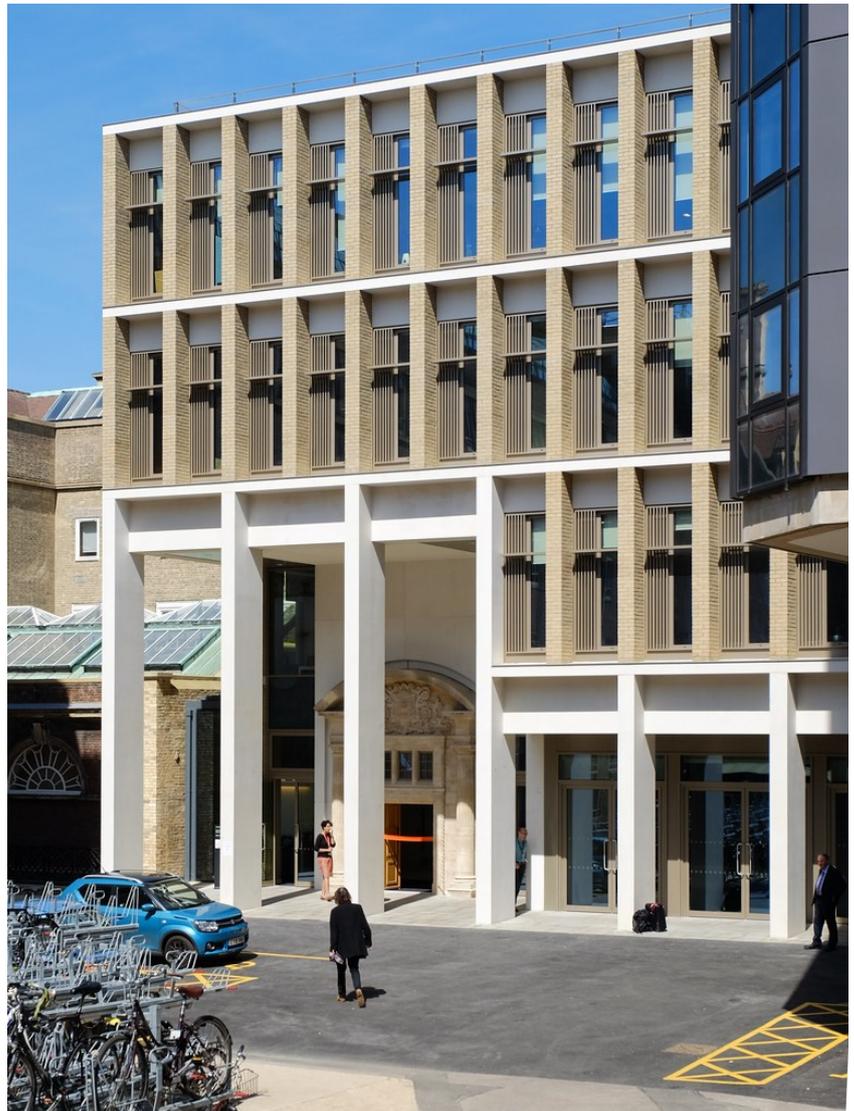


Head of Digital Services

Education Services

Closing date: 19th January 2025

Job Reference: AC44459



Head of Digital Services

Salary:

£62,098—£65,814

Contract:
Permanent

Location:
Central Cambridge

Department:
Education Services

Responsible to:
Head of Education Services

Working pattern:
Full-time

Purpose of the role

The Head of Digital Services will lead and manage Digital Services in the Education Services, ensuring service quality and acting as the primary liaison with the University’s IT and Digital Services teams. The role holder will work closely with business leads and /or subject matter experts and in collaboration with Heads of Department across Education Services.

The Head of Education Digital Services will work closely with the SLT and team heads, and the Education Portfolio Board to determine the strategy, policies and procedures necessary to support the effective management and provision of digital services across the collegiate University, and to support improved effectiveness and efficiency through better use of technology (in particular the Microsoft suite of applications) to support work in Education Services

This is a new role, and the role holder will be expected to develop new ways of working, including governance, in line with a framework agreed between UIS and Education Services to deliver improved, integrated solutions to support the student lifecycle.

The post holder supports the SLT and is expected to contribute to Education Services and University strategy, policy and operations more broadly over and above the postholder’s position as Head of Education Digital Services.

The Head of Digital Services

- Will lead and manage the Digital Services in the Education Services, working closely with service owners across the business
- Will develop, manage and oversee roadmaps for individual service development, connecting services where possible to reduce duplication and maximise the benefits of integrated design
- Will drive change through innovation and digital transformation, modernising the digital solutions underpinning student administration and support for students, teaching and learning.
- Will operate at scale, bridging multidisciplinary business areas and engaging stakeholders
- Will ensure the necessary business processes are followed
- Will participate in the governance of the range of Digital Services, including acting as a point of escalation for the delivery teams
- Will manage budgets and collaborate with IT and digital teams to allocate funds based on their prioritisation
- Will communicate the benefits and performance of services
- Will be responsible for the successful operation and continuous improvement of a portfolio of services



Head of Digital Services

Key Responsibilities

Education Systems Support and Delivery

- Ensure the effective delivery, adoption and usage of a range of digital services, working closely with the Education Services Project Delivery Team, the University's Change Management Office and UIS
- Manage the Education Portfolio budget including prioritisation across the range of services to meet strategic business priorities
- Identify, define, evaluate, track and realise business benefits of individual services and the overall portfolio, ensuring alignment with strategic goals.
- Apply an advanced understanding of data, IT and digital design and delivery principles to work effectively with other teams in the data and digital space
- Manage and develop relationships with system providers including the provider selected to deliver digital exams and a curriculum data management system and UIS to ensure service delivery and drive continuous improvement
- Apply a product management mindset across all services, actively monitoring user feedback and analytics, engaging with stakeholders, identifying improvement opportunities and quickly identifying potential issues including those from external sources.
- Explore and assess system integration opportunities where feasible to improve services for the students and the academic community. Provide leadership to ensure implementation of appropriate policy and operational changes to support students, academics and other stakeholders in adhering to University policies
- Collaborate with multidisciplinary teams, stakeholders and Change Specialists to ensure successful delivery and adoption of new services or improvements to existing services

Head of Digital Services

Key Responsibilities continued

Leadership and Management of the Digital Services Function

- Establish a collaborative function by uniting separate teams, promoting teamwork, and fostering effective communication to enhance overall performance and productivity
- Lead the Education Digital Services function, ensuring adherence to University standards, meeting service performance targets, aligning team capabilities with deliverables and expertise
- Motivate, direct and coach the teams to adopt new and innovative ways of working and act as a recognised expert and advocate for the approaches, continuously reflecting and challenging the team
- Support team managers in mentoring, coaching, development and appraisal of staff. Lead activities as required to review staff roles, redefining roles in the light of organisational change and modifying service delivery models, continuously reflecting and evaluating this and implementing change when necessary.
- Ensure the team has and maintains the appropriate capability (resourcing and skills) to deliver in an evolving digital landscape
- In partnership with key stakeholders, develop a long-term team vision and set operational targets, including as appropriate KPIs, for the Education Digital Services Team and its delivery partners
- Be accountable for the overall performance of education digital services, ensuring these complement and feed into the broader Education Services operational plans
- Represent Education Services internally and represent the University at external forums in relation to digital services, providing authoritative opinions and expertise as appropriate.

Business Improvement and Intelligence:

- Continually monitor the external landscape and maintain awareness of key trends in education which can provide context to the University's teaching, student support and administration enable appropriate and timely action to be administered.
- Maintain an awareness of University, School and College education/student strategies to deliver effective and efficient solutions to problems posed by policy and business process changes.
- Continually monitor the products and services of relevant system providers to identify opportunities for innovative and novel infrastructure that could add value, and to incorporate these into the University's suite of systems within budgetary constraints.
- Develop benefits with others in the digital space demonstrating knowledge and understanding of the financial costs and value delivered by services or existing in potential improvements to services

Head of Digital Services

Key Responsibilities continued

Relationship management

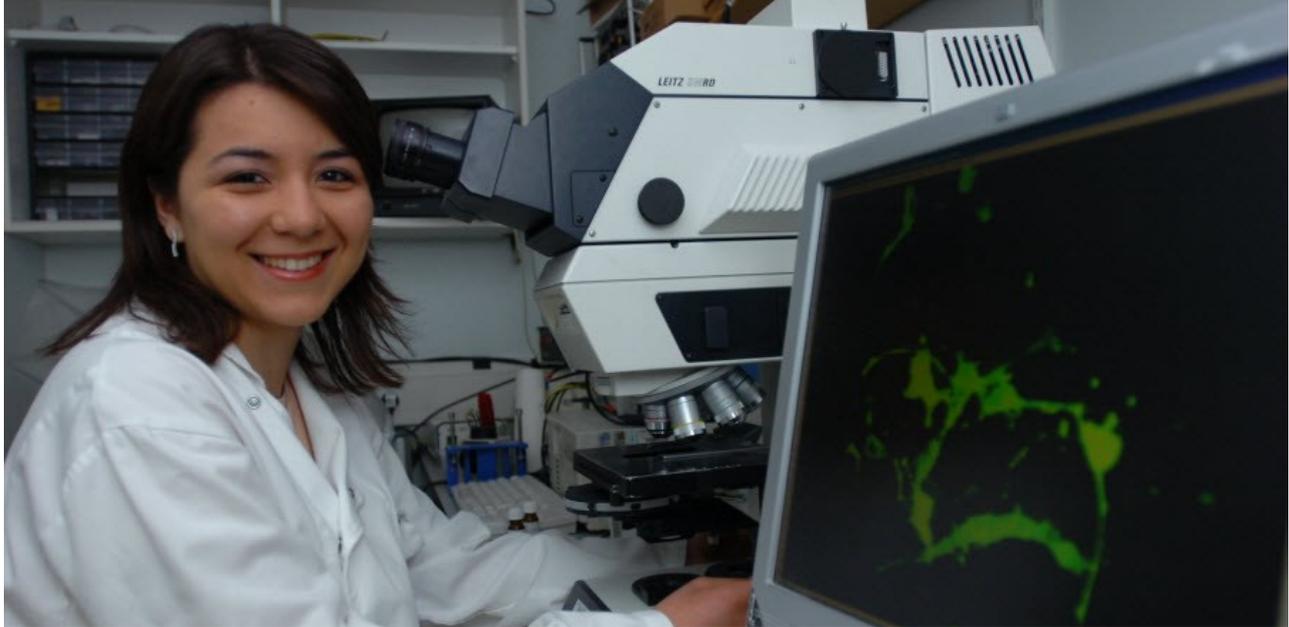
- Act as the key point of connection between the University's IT and Digital Services teams and stakeholders within Education Services, the CPMO, Schools and Colleges
- Act as the escalation point for major operational issues and champion operational management within Education Services and across Schools and Colleges
- Engage directly with senior representatives at Jisc and suppliers of teaching and student administration systems via membership of advisory boards and ad hoc engagements to gain early insight into their future plans and objectives, and to influence the direction of information provision and system development by promoting the University's requirements.
- Develop and maintain a network of contacts at other academic institutions and relevant associations to gather intelligence on their progress in systems and information, to ensure the University remains at the forefront of the sector.
- Maintain contact and exchange information and learning with senior colleagues across the Education Services SLT and more widely within the University
- Manage effective relationships with Schools, Departments and College to ensure optimal efficiency of the exploitation of the systems available to support student administration, teaching and learning within Cambridge.

Contribute to Education Services activities during peak times, as required and where compatible with the role.

Person specification

Education and qualifications	Essential	Desirable
A first degree or equivalent experience	✓	
A professional business planning/management, PPM qualification (Managing Successful Programmes) or equivalent experience		✓
Experience		
Demonstrable experience of project management and business improvement management in a complex organisation or context	✓	
Demonstrable experience of applying professional PPM processes to the delivery of IT programmes/projects that utilise a portfolio of development methods and approaches (e.g. Agile, Iterative, Waterfall)	✓	
Demonstrable experience of delivering programmes/projects in a matrix management organisation	✓	
Demonstrable experience of delivering large-scale multi-project programmes	✓	
Demonstrable experience of change management	✓	
Evidence of working at a strategic or operational level to deliver change.	✓	
Experience of service delivery	✓	
Experience of higher education administration and of dealing with senior academic and administrative staff		✓
Skills		
Excellent organisational and project management skills	✓	
Excellent oral and written communication skills, including strong negotiation and influencing skills, excellent interpersonal skills and judgement.	✓	
Ability to summarise complex problems and suggested solutions concisely and persuasively in a language appropriate to the audience	✓	
Excellent analytical and critical reasoning skills	✓	
Ability to work in a fast changing and developing environment that requires continual enhancement of knowledge and skills.	✓	
Identify and pro-actively manage important risk, issues and problems effectively.	✓	
Plan and monitor the work of team members and take accountability for their level of performance and success.	✓	
Promote and facilitate the learning and development of others. Demonstrate enhancement of individual and team performance through giving clear direction, guidance and feedback on performance.	✓	

The Cambridge Admissions Office



Education Services

Based at the purpose built Student Services Centre which opened in April 2019, Education Services sits within the Academic Division of the University's Unified Administrative Service (UAS). Education Services comprises the following teams:

- Admissions & Participation (Including Cambridge Admissions Office and Postgraduate Admissions Office).
- Student Support, Access and Wellbeing (Including Accessibility & Disability Resource Centre, Student Counselling Service and Mental Health Advice Service)
- Cambridge Centre for Teaching and Learning
- Education Quality and Policy Office
- Student Operations (Including Student Registry, International Student Office, Office for Student Conduct, Complaints & Appeals).

These Departments are supported by the SSC Support Team which delivers a shared service in the following areas:

- Financial Administration
- Human Resources support, including recruitment administration
- Reception and Facilities Management

About the UAS

The University's UAS works in partnership with Schools, Faculties and Departments, providing core professional and administrative services in support of Cambridge's academic and charitable mission. They also offer a range of expertise and skills that help support the development and implementation of policy across a number of functional areas.

The UAS comprises the Academic Division, Estate Management Division, Finance Division, the Health Safety and Regulated Services Division, and the Registry's Office.

The UAS is led by the Registry. Other important central offices include Development and Alumni Relations, the Office of External Affairs and Communications, University Information Services, and the Legal Services Office

Terms of appointment

Tenure and probation

The appointment will be made on a permanent basis. Appointments will be subject to satisfactory completion of a 9 month probationary period.

Hours of Work and Working Pattern

Your employment is full time. There are no formal conditions relating to hours and times of work but you are expected to work such hours and days as are reasonably necessary for the proper performance of your duties. Your times of work should be agreed between you and your line manager.

Pension

You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a defined benefits pension scheme. For further information please visit:

www.pensions.admin.cam.ac.uk

Annual leave

Full time employees are entitled to annual paid leave of 41 days inclusive of public holidays.

General information

Pre-employment checks

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of

employment we make to you will be conditional upon you gaining it.

Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable.

Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References - offers of appointment will be subject to the receipt of satisfactory references.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment.

Information for disabled applicants is available at

<http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact sscjobs@admin.cam.ac.uk who is responsible for recruitment to this position.

The University

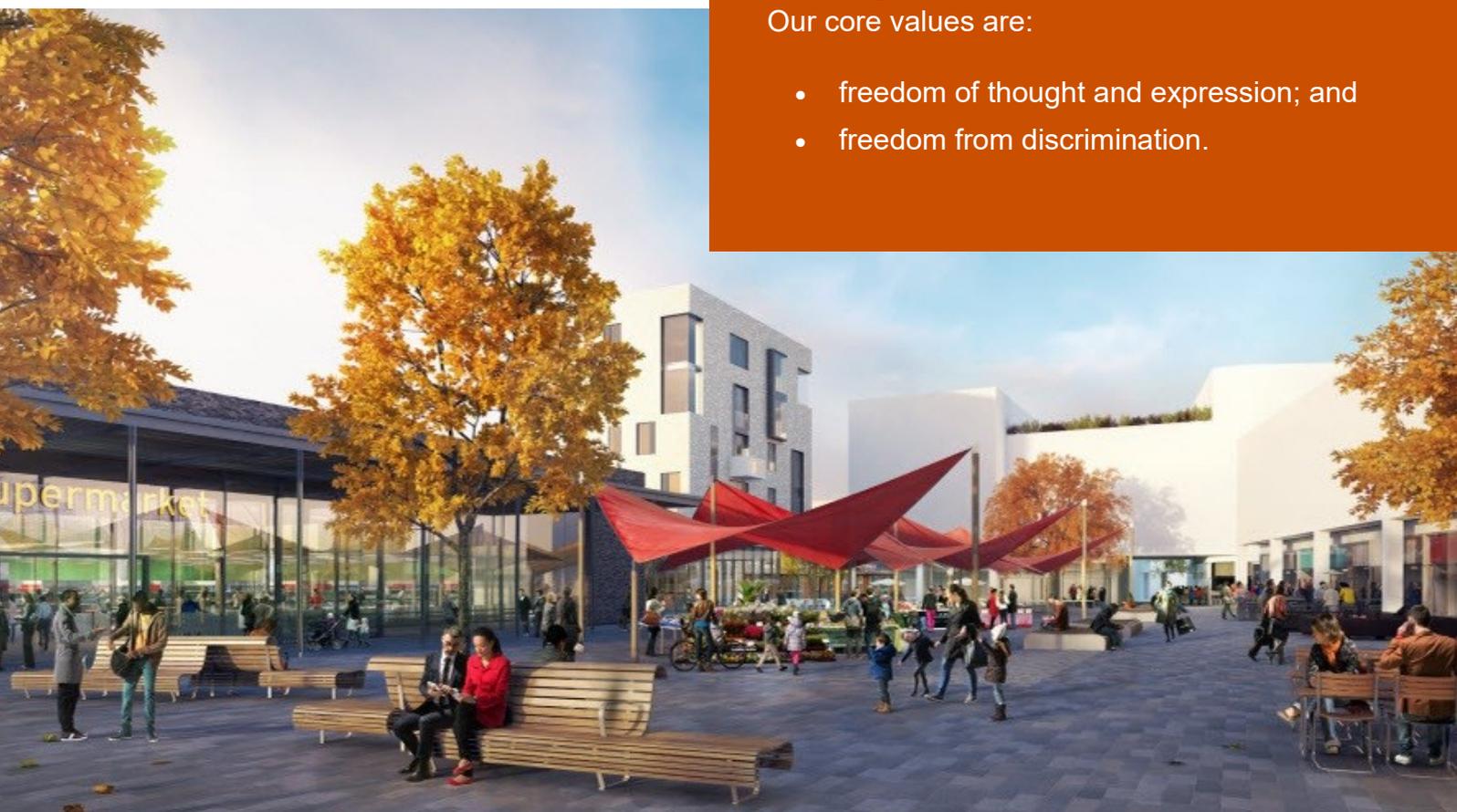
The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.





About us

The University is one of the world's leading academic centres.

It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £1.66 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £400 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support.

The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching.

Our ideas and innovations have shaped the world. Our campaign, 'Dear World... Yours, Cambridge', will raise £2 billion to help us shape all our futures.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

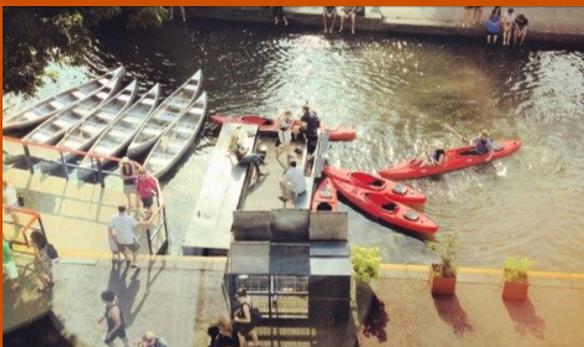
Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 11,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels. Furthermore, the University's Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women. We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities

within a stimulating working environment. The University has signed up to the Race Equality Charter, a notional framework for improving the representation, progression and success of minority ethnic staff and students within higher education.

Living in Cambridge



Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away.



The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Further information about attractions in and around Cambridge can be found at [Visit Cambridge](#), the official tourism website for the city.

What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.

CAMbens employee benefits



We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses. CAMbens Cars and CAMbens Cycle to Work salary sacrifice schemes are also available, which enable employees to save money on transport costs. A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are

also available for staff of the University.

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care. In addition, our highly regarded workplace nurseries, childcare vouchers, a childcare salary sacrifice scheme and a high quality holiday play scheme are available to help support University employees with caring responsibilities. The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: <https://www.opda.cam.ac.uk/>

Development opportunities

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.

What Cambridge can offer

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.

Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: <http://www.equality.admin.cam.ac.uk/>

Relocating to Cambridge

The University Accommodation Service exists to help employees in their search for a rental home in Cambridge. A new University development at North West Cambridge called Eddington offers subsidised rented accommodation to University staff. The development consists of high quality furnished one and two bedroom apartments. For more information about the development and how to apply please visit the website:

www.nwcambridge.co.uk

The importance of helping individuals settle into a new area is also recognised by the University. The Shared Equity Scheme <https://www.hr.admin.cam.ac.uk/pay-benefits/cambens-employee-benefits/financial/shared-equity-scheme> provides financial assistance to qualifying new members of staff with the purchase of living accommodation, where they have to relocate to take up their appointment. Removal expenses are also available for qualifying new members of staff.

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose. The University also hosts the [Cambridge Science Festival](#) and [Cambridge Festival of Ideas](#), as well as [Open Cambridge](#) weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.



Whether it is understanding the molecular basis of neurodegenerative diseases, or helping farmers in India increase their yield, or discovering better ways to live in large cities – I know that what we do in Cambridge affects lives, and livelihoods, the world over.

Vice Chancellor Emeritus, Professor Sir Leszek Borysiewicz, 2016

How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to:

Jane Carter - Janelindsay.Carter@admin.cam.ac.uk

If you have any queries regarding the application process, please contact **Student Services Jobs - SSCjobs@admin.cam.ac.uk**.

Closing date: 19 January 2025

