UNIVERSITY OF OXFORD

MEDICAL SCIENCES DIVISION

Job description and selection criteria

Job title	Deputy Director (Customer Service & Service Management)
Division	Medical Sciences Division
Department	MSD IT Services
Location	John Radcliffe Hospital, with flexibility to work remotely and on other sites in Oxford City as required
Salary and Grade	Grade 9: £52,815 to £61,198 (discretionary range to £66,857 per annum)
Hours	Full time
Contract type	Permanent
Reporting to:	Director of MSD IT Services
Vacancy reference	167903

The role

The Deputy Director (Service Management and Customer Service) is a key member of the MSD IT Services senior management team, serving alongside the Director and the Deputy Director for Systems and Networks. The principal purposes of the role are: to drive customer service excellence to maximise customer satisfaction; relentlessly to monitor and continuously improve standards of Service Management; and to achieve maximum alignment with the business functions of research and teaching in the Medical Sciences Division.

The post involves line managing the team leads for each of the teams on our three sites and may involve directly leading any of those teams from time to time.

The postholder will be expected to have wide experience of service management and project management and skill and qualifications in frameworks such as ITILv4, Prince2, Agile etc.

The postholder will be expected to be a senior authority on IT in the wider context of Oxford University. They will develop and maintain excellent working relationships with key members of central IT Services and other senior IT providers within and beyond the Medical Sciences Division. She or he will be expected to represent Medical Sciences Division on key University Committees and to have a presence in the HEI and or Medical Science IT community at a national or international level.

Key duties and responsibilities

Strategy and management

1. Lead on all matters of Customer Service and Service Management, including continuous improvement.
2. Determine overall policy and strategy for MSD IT service management including service management tools, and supplier and consumer management for those.
3. Lead the customer team managers and their deputies as well as the two front line and administration staff, including taking responsibility for line management, delegation and distribution of tasks and project work and contributing to staff training and development.
4. Show and exercise leadership for the provision of advice to users within the Division on all matters of Service Management in IT and in other Professional Services functions as services develop.
5. Prepare and maintain a 5-year expenditure plan to inform the Director of MSD IT Services regarding Service Management and Continuous Improvement. Ensure that procurement follows agreed expenditure levels and achieves best value for money by working with central purchasing where necessary.

Development and management of Customer Service

6. Research innovative technologies and opportunities to inform the provision of new and improved Service Management solutions and methodologies, evaluating user needs and potential benefits to ensure that Service Management tools in use continue to meet the needs of the Division.
7. Procure and maintain Service Desk systems, and relationships with their suppliers, as required for the efficient handling of the IT Support workload of MSD IT Services and associated IT Staff in other MSD departments.
8. Undertake regular activities including surveying and benchmarking to keep close attention on service quality and customer satisfaction in the customers of MSD IT Services.
9. Take overall responsibility for the provision of Service Management tools across the division, principally for IT services provided by MSD IT Services and its Associates but also for other areas of professional services as they grow in service management maturity.
10. Develop, monitor and maintain the relationships between key members of the departments MSD IT Services supports including Heads of Administration and Finance, Business Managers, and Heads of Department.
11. Support MSD IT Services in developing, providing and ensuring compliance with robust change management procedures to promote a culture of continuous improvement and customer service excellence.
12. Devise and operate onboarding, offboarding and induction process for MSD IT Services staff, MSD IT Services Associates and Staff in the Medical Sciences Divisional office including units such as the Business Partnerships Office and the Translational Research Office.
13. Keep abreast of the external environment, particularly considering modern service management tools and methodologies and continuous improvement frameworks.
14. Attend relevant conferences such as UCISA Support Staff Services or the Service Desk Institute's, bring learning back to MSD IT Services and introduce and implement changes as appropriate.

Communication and networking

15. As part of the senior management team for MSD IT Services, provide leadership to all IT support staff (including those outside MSD IT Services) across the Division and deputise for the Director of MSD IT Services as required, and in their absence.

16. Represent MSD IT Services at departmental IT and other relevant committees as appropriate and requested by the Director of MSD IT Services.
17. Represent MSD IT Services and the wider Medical Sciences Division on University Committees and other IT Governance bodies and report to them as appropriate.
18. Analyse new or upcoming service management offerings and present to relevant academic or technical bodies as to their suitability or otherwise.
19. Maintain effective working relationships with relevant central services including The Central Information Compliance Team, Governance Risk and Compliance, the IT Services Customer Services Directorate and other customer service delivery partners as appropriate.
20. Consult and update team leads across the Medical Sciences Divisional Office to ensure that Service levels are adequately supporting business needs.

Security and Compliance

21. Develop and produce policies and procedures, including a Quality Management System, to cover the activities of MSD IT Services Customer Services Staff and MSD IT Associates to ensure that quality standards, licensing, ITSM and regulatory requirements are met.
22. Contribute to the design, development, regularly testing and documentation of business continuity and disaster recovery plans.

Pre-employment screening

All offers of employment are made subject to standard pre-employment screening, as applicable to the post.

If you are offered the post, you will be asked to provide proof of your right-to-work, your identity, and we will contact the referees you have nominated. You will also be asked to complete a health declaration (so that you can tell us about any health conditions or disabilities so that we can discuss appropriate adjustments with you), and a declaration of any unspent criminal convictions.

We advise all applicants to read the candidate notes on the University's pre-employment screening procedures, found at: www.ox.ac.uk/about/jobs/preemploymentscreening/.

Selection Criteria

Essential

1. Knowledge, intellectual capacity, reasoning and analytical skills equivalent to those of a graduate.
2. Demonstrable record of success in managing and supporting a team of customer service team leaders.
3. Clear history of success in service and process analysis with consultative strategic planning and development of IT resources and services in a complex academic environment for over 2,500 users.
4. Proven technical expertise in Service Management and Continuous Improvement.
5. Proven expertise in supplier relationship management, particularly around service management and performance monitoring tools.
6. A substantial record and excellent understanding of implementing and managing effective strategies and services to support high quality research, teaching and administration, preferably in a Medical Sciences higher education context.
7. The ability to deal effectively and efficiently with a wide variety of clients, particularly in research, showing tact and diplomacy in steering them to discussion of functionality and outcome when they may have come to the discussion with preconceived ideas of solutions and outdated or risky ways of providing them.

8. Excellent analytical and communication skills, including the presentation of complex ideas to senior stakeholders including presenting to committees.
9. A clear record of a positive can-do attitude and approach to the interpersonal skills required to lead a multi-site team of customer service and IT Support professionals.
10. Proven success in organising a busy and varied workload requiring the demonstration of self-motivation and excellent time-management skills, as well as the ability to adapt to changing priorities.

Desirable

1. Experience of project and service management frameworks e.g., Prince2 and ITILv4.
2. Experience of IT service provision and lifecycle management in the UK HE sector.
3. Experience of successful procurement to derive best value in partnership with a procurement team.

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Medical Sciences Division

The Medical Sciences Division is an internationally recognised centre of excellence for biomedical and clinical research and teaching. We are the largest academic division in the University of Oxford and indeed bigger than many other UK Universities. The division comprises 16 departments, and their constituent units, institutes and centres, located across multiple sites in Oxford (the Science Area and Radcliffe Observatory Quarter, Old Road campus and hospital sites in Headington) and clinical research units in Africa and Asia.

World-leading programmes, housed in state-of-the-art facilities, cover the full range of scientific endeavour from the molecule to the population. With our NHS partners we also foster the highest possible standards in patient care.

For more information please visit: www.medsci.ox.ac.uk

All of the Division's departments are in receipt of Athena SWAN Silver awards that recognise advancement of gender equality: representation, progression and success for all.

MSD IT Services

MSD IT Services is the primary service provider and central point of contact for IT queries from academics, students, staff and local IT support staff for most of the departments within the Medical Sciences Division.

The successful candidate will be one of two Deputy Directors of MSD IT Services (the other leading the Systems and Networks Team) reporting to the Director.

MSD IT provides, manages and supports IT to enable research, teaching and administration in departments based on several hospital sites in the Headington area, the Old Road Campus and around Oxford City Centre. Local departmental networks are all connected as part of the University of Oxford's backbone network. MSD IT Services provides Customer service and support in around 60 buildings, via three second line geographically separate customer teams with 4-5 members each and two first line staff who log tickets, answer phone enquiries and triage calls. We anticipate quite significant growth and change in MSD IT core services over the next five years.

For more information, visit: www.medsci.ox.ac.uk/it

How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website https://www.jobs.ox.ac.uk/how-to-apply.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at:
https://staff.web.ox.ac.uk/recruitment-support-faqs
Non-technical questions about this job should be addressed to the recruiting department directly
To return to the online application at any stage, please go to: www.recruit.ox.ac.uk

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at: https://hr.admin.ox.ac.uk/the-ejra

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: https://hr.admin.ox.ac.uk/the-ejra

There is no normal or fixed age at which staff in posts at **grades 1–7** have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See https://hr.admin.ox.ac.uk/staff-benefits

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See https://welcome.ox.ac.uk/

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to My Family Care, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See https://hr.admin.ox.ac.uk/my-family-care

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see https://childcare.admin.ox.ac.uk/

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see https://edu.admin.ox.ac.uk/disability-support

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at https://edu.admin.ox.ac.uk/networks

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.