



Summary

Job title	Business Technologist – Competency Centres
Division	University Administrative Services
Department	IT Services
Location	Dartington House, Oxford
Grade and salary	Grade 8 - £45,585 - £54,395 with a discretionary range up to £59,421 per annum
Hours	Full time
Contract type	Fixed Term/ Secondment basis (2 years)
Reporting to	Competency Centre Lead
Vacancy reference	173572
Additional information	Whist this is a full-time post, we welcome applications from candidates who wish to work part-time (minimum 30 hours/0.8 FTE and/or flexibly). We have x2 openings available for this position

The role

This is an exciting opportunity to join a newly created team helping people across the University of Oxford to understand and deploy machine learning and artificial intelligence tools, to support their work in research, education and administration.

The successful applicant would join the University’s Digital Transformation Programme (DTP) as part of a new initiative named Competency Centres. These are small teams of staff (in this case 7 FTE) devoted to quickly raising the University’s capability around key technologies. The Competency Centres (or ‘Centres of Excellence’) offer a mixture of advice and guidance, development support, and training around a key technology or function.

The post holder will be required to work within a competency centre, providing business leadership for the centre; working independently to identify, address and resolve business unit needs at a function, department or divisional level; build business cases and gain approval for departmental solutions to business problems; solving practical business problems through the application of the appropriate AI & ML technologies; performing one to one consulting with users; working with existing divisional/functional teams on technical elements of service improvement; communicate detailed and



complex matters to senior business stakeholders; improving centre outcomes through the creation of knowledge networks; representing the centre in the use of technology/models for larger enterprise level projects and improving digital skills through the delivery/provision of training relevant to the objectives of the centre.

Reports to:

Head of Competency Centres (dotted line), Head of AI/ML Support Centre (direct line)

Direct Reports:

None

Key Relationships:

- Business change programmes e.g. FOCUS
- Head of business analysis, Projects and Programmes, IT Services
- Information Security
- Head of Application Platforms, Software solutions

Responsibilities

Strategy and Planning

- Help to develop a business strategy for the Competency Centre that delivers support with the adoption of machine learning tools, meeting both the immediate needs of the Digital Transformation Programme and the longer terms needs of the University.
- Help to develop an engagement strategy for the Competency Centre to ensure that the centre reaches relevant users in all parts of the University.
- Communicate and agree the strategy for the Competency Centre with the Head of the Competency Centres and Digital Transformation Programme.
- Develop and agree an opportunity management framework to ensure that activities undertaken in the Competency Centre are prioritised in a way that delivers value to the University

Operational

- Work with departments, functions, and users in one of the following modes:
 - A senior supplier role, working independently to both identify, address and resolve business unit needs via AI/ML tools at a function, department or divisional level;
 - A consultative role, advising on the suitability and applicability of AI/ML tools to solve local problems; in particular, to share your expertise and technological experience with senior staff to collaboratively explore whether AI/ML methods are appropriate;
 - A partnering role, actively working to deliver AI/ML solutions that solve a business problem and can also be reused elsewhere in the University;
 - An advisory role, signposting community groups, training or documentation to support users in finding their own solutions using AI/ML methods.
- Build business cases and gain approval for departmental solutions to business problems
- Where the Competency Centre is engaged with existing services to develop enterprise solutions, ensure that the needs of the customer are reflected in requirements of any project and in co-creation activities with existing service providers and/or external partners
- Ensure effective and appropriate quality assurance and testing is present for all deliverables produced

Engagement

- Identify the internal and external stakeholders as part of the Competency Centre, develop and implement an effective communications strategy to ensure effective stakeholder engagement
- As a subject matter expert, communicate detailed and complex matters around AI/ML technologies to senior business stakeholders
- Contribute expertise and consultancy around AI/ML technologies within the Competency Centre, to the wider collegiate University through involvement in small group training workshops, formal consultancy engagements with departments, colleges and professional services, briefings to Divisional IT boards, ITSS, ITCF, IT Services.
- Ensure that training materials delivered by the Competency Centre are correctly levelled, accurate and adapted to the University setting.
- Through representation on existing user groups, communities of practice and external forums ensure that the Competency Centre capabilities are both understood and aligned to the current/future needs of the University
- Develop a network of local champions and support them in their continued adoption of AI/ML tools

Personal development

- Maintain in-depth technical knowledge of trends within the AI/ML space, including developments of commercially available LLM models and other forms of generative AI, applications of neural networks in education or research, and other emerging technological approaches of ML; take advantage of appropriate development opportunities; and advise the University on changes to the AI/ML landscape.
- Extend and develop your expertise, technical skills, and business knowledge through formal training courses and by self-development, thereby becoming a source of knowledge and expertise to the team, colleagues, and users.

Other

- Undertake other duties commensurate with the role and the grade as may be required by the line manager from time to time.

Selection criteria

Essential Criteria

- Educated to degree level or equivalent
- Familiarity with modern AI & machine learning approaches
- Experience of working in the Higher Education sector or with higher education institutions
- Experience of introducing change into a significant business activity or process
- Experience of delivering customer service in presales, project work or service delivery
- Experience of implementing AI/ML technology within a business, research or educational context
- Experience of building communities of practice or user groups
- Strong organisational, planning and project management skills and experience, including the ability to prioritise and meet tight deadlines
- Ability to run workshops and manage groups of people to deliver to meeting objectives, inspiring confidence in the process to participants
- Ability to work collaboratively and independently as necessary, be a self-starter with a drive for results and personal resilience
- Ability to problem solve and think creatively
- The ability to bring order in uncertain and/or complex situations, keep a positive outlook, have patience and maintain focus on objectives

Desirable selection criteria

- Education to degree level in a computing or IT related subject or able to offer the equivalent in terms of professional training and experience.
- Business process analysis
- Change impact analysis
- Quality assurance
- Service management
- Software development lifecycle management
- Experience of presenting at public events

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) 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 for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>

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.

IT SERVICES

The role of IT Services is to ensure that the University of Oxford has the robust, reliable, and high-performing IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning.

IT Services, headed by the University's Chief Information Officer, has around 320 staff across 2 buildings, an annual revenue budget of £22m and an IT capital plan of £60M across three years. The department is divided into groups covering infrastructure services, projects and programmes, software development, and customer services. Our aim is to attract and retain a workforce that is diverse, skilled, creative, and committed. We encourage flexibility in how we work, and welcome part time and flexible working arrangements. As a department we encourage a culture where we respect each other, are accountable for what we do, where we collaborate, give and receive constructive feedback and challenge one another. IT Services is a place where we value and recognise both our own and the contributions of others. By doing so we want to create a great culture to work in and a place where we all feel we belong.

For more information please visit: <http://www.it.ox.ac.uk/>

University Administration and Services (UAS)

University Administration and Services (UAS) is the collective term for the professional services departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: <http://www.admin.ox.ac.uk>

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available 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 hr@it.ox.ac.uk

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 online recruitment portal 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 very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, 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 other grades 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 dependants. 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 the Work+Family Space, 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.

Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at researchstaff-subscribe@maillist.ox.ac.uk to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on committee@oxrss.ox.ac.uk. For more information, see www.ox.ac.uk/oxrss, Twitter @ResStaffOxford, and Facebook www.facebook.com/oxrss.

