

Summary

Job title	Director of Medical Sciences IT Services
Division	Medical Sciences
Department	Medical Sciences Divisional Office
Location	John Radcliffe Hospital, Headington with flexibility to work remotely and on other sites as required
Grade and salary	Grade 10: £64,228 - £74,191 per annum, with a discretionary range to £80,913 annum
Hours	Full time
Contract type	Permanent
Reporting to	Deputy Divisional Registrar
Vacancy reference	175964

The role

The Director of Medical Sciences IT Services (MSD IT Services) is responsible for the strategic direction, development, delivery and management of IT services offered by MSD IT Services to departments across the Medical Sciences Division.

The Director's role is focused on delivery of an excellent and professional IT service to meet divisional needs and leading on the formulation and development of those needs. The Director will work across the Division, and, in particular, will work collaboratively with the Divisional Head of Technology to ensure that University-wide projects are appropriately implemented in the Division and that the Division's needs are taken into account within wider strategic plans.

The post-holder has full responsibility for the life cycle of the services delivered, ensuring that services are developed in line with the Division's and the University's relevant strategies. The post-holder will demonstrate possession of strong customer-focused skills and the ability and determination to work closely with academic and research staff, clinicians and administrators to provide the IT services and support required. The post-holder will also demonstrate strong management and interpersonal skills, working closely with, and developing, a team of skilled IT professionals. The Director will line manage the senior MSD IT Services staff, who in turn are responsible for the relevant aspects of IT delivery and management of other IT staff.



An excellent general understanding of the underlying technologies is essential, and it is important that the post-holder is able to lead the service strategically within an evolving University landscape and provide excellent customer satisfaction. Working alongside other divisional and departmental staff, the Director will continuously monitor service requirements to facilitate services whereby the Division benefits from economies of scale or shared expertise and resources.

Responsibilities

1. Lead and manage the Medical Sciences Division IT Services ('MSD IT Services') staff. Build an effective and motivated team and delegate appropriately. Champion the development and training of staff, adopting a continuous improvement approach.
2. Implement consistent and effective processes for IT service management throughout MSD IT Services, drawing on relevant frameworks and industry good practice to ensure that meaningful management and service user information is provided. Reporting to MSD IT and Digital Committee, implement and maintain appropriate Service Level Agreements and Key Performance Indicators for each relevant service or service area.
3. Taking account of relevant reviews which have been undertaken by the University with relevance to the work of MSD IT Services, consider and advise on the activities and structure required in MSD IT Services to optimise delivery of digital requirements in the Medical Sciences Division ('MSD'). Manage change effectively to meet institutional as well as local objectives. Work with stakeholders across MSD and its departments to stimulate the generation of service enhancement proposals and maintain a transparent programme of continuous service improvement.
4. Direct the management of IT support and infrastructure within the remit of MSD IT Services. Ensure there is a clear process for evaluating requests for new services, and for reviewing and retiring existing services so that agreed service provision needs are met, within budgetary constraints. In conjunction with the relevant committees and constituent departments where appropriate, set the strategic direction for the services and support delivered by MSD IT Services in line with changing needs and emerging technologies.
5. Work effectively with the governance functions of the Division and the wider University, including regular reporting to the MSD IT and Digital Committee.
6. Collaborate with the MSD Head of Technology to ensure that divisional needs are clearly communicated within the wider University and that MSD contributes effectively to relevant workstreams arising from the University's Digital Transformation Programme and initiatives arising from the Shared IT Infrastructure Review.
7. Working within wider University structures, including the office of the Chief Information Security Officer, the Data Protection Officer and the Division's Information Governance Lead, be responsible for IT service security, compliance, continuity and disaster recovery in relation to MSD IT Services. Ensure appropriate resilience in the delivery of services and that appropriate business continuity and disaster recovery plans are in place for the core infrastructure and services within the remit of MSD IT Services.
8. Network and influence across the wider IT staff community, particularly in MSD, nurturing and developing collaboration between departments, MSD and the wider University. Working alongside departmental Heads of Administration and Finance, ensure the provision of agreed and appropriate management of departmental IT staff in order to support resilience with respect to department-specific IT requirements.
9. As may be requested, lead and ensure the effective delivery of major Medical Sciences IT projects; play an active role in divisional and University-wide Digital projects and initiatives commensurate with the grading of the post.

10. Manage the Medical Sciences IT Services' budget and spend including working with MSD colleagues to provide timely forecasting information. Report on an annual basis to MSD IT and Digital Committee on the recommended budget including any recommended changes.
11. Undertake any other duties commensurate with the role and grade as may be required from time to time.

Selection criteria

Essential selection criteria

1. Knowledge, intellectual capacity, reasoning and analytical skills equivalent to those of a graduate.
2. Significant demonstrable experience of leading a large or complex IT capability.
3. Experience of delivering outstanding IT services using industry-accepted frameworks e.g. ITIL.
4. Proven customer-service skills with a history of delivering high levels of customer satisfaction.
5. Proven abilities to plan and manage resources across multiple diverse projects to meet agreed deadlines.
6. A demonstrable record of inspiring and delivering change, at scale and pace.
7. Strong skills in oral, written and visual communication, with the ability and confidence to present to senior management and leadership level as well as the ability to explain technical concepts clearly to all audiences.
8. The ability to build, maintain effective working relationships and manage a diverse range of stakeholders.
9. A substantial record and excellent understanding of effective staff development and management in a team-based approach.
10. A strong background in project management including the development and communications of business cases
11. A demonstrable interest in maintaining an up-to-date knowledge of IT innovations and approaches, and proven evidence of using advances in technology to deliver improvements.

Desirable selection criteria

1. Experience of building and maintaining effective customer relationships.
2. Experience of managing a large and complex IT service in a biomedical, research-led, higher education context
3. Qualification in Project Management, e.g. PRINCE2.

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. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. 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.

Medical Sciences Division

The Medical Sciences Division is an internationally recognized 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. 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

Medical Sciences Division 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 the majority of the departments within the Medical Sciences Division. MSD IT provides, manages and support 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. The Medical Sciences Division primarily uses Microsoft Windows and Apple OS X desktop systems, provisioned mainly by Linux servers running Micro Focus OES. There is also a large storage service based on SES, a commercial CEPH implementation, and two VMWare clusters hosting myriad machines both for MSD IT and for our customers. 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 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.

If you currently work for the University please note that:

- as part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

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

(divoff.jobs@medsci.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, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

University Club and sports facilities

Membership of the University Club is free for University staff. It 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 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

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see <https://hr.web.ox.ac.uk/family-leave>). Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>.

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is 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.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>