

## Summary

<b>Job title</b>	Team Leader- Cloud and Storage Services, Infrastructure Services
<b>Division</b>	University Administration Services
<b>Department</b>	IT Services
<b>Location</b>	13 Banbury Road, Oxford
<b>Grade and salary</b>	Grade 9: £54,315-£62,698 with a discretionary range up to £68,357 per annum
<b>Hours</b>	Full time
<b>Contract type</b>	2-year fixed term or secondment
<b>Reporting to</b>	Head of Platform Services
<b>Vacancy reference</b>	176013
<b>Additional information</b>	

## The role

This post provides leadership for the Cloud and Storage Services team within Infrastructure Services. The Cloud and Storage Services team is responsible for providing reliable, robust and secure virtual infrastructure, storage and backup services for the University and colleges, including the University Private Cloud service, the Secondary Storage (Scality) service, the HFS (aka Storage Protect) Backup service and the CrashPlan backup service. Cloud services are expected to develop to include the management of third-party cloud-based infrastructure services (e.g. provided by Amazon Web Services or Microsoft Azure). The team provides technical leadership for cloud, storage and backup strategy. The postholder leads the team and takes a leading role in the service design, delivery and management of systems providing critical services to the University.

## Responsibilities

The post holder will have the following responsibilities:

### Staff leadership and management

- Lead and manage the Cloud and Storage Services team, including recruitment, induction, staff development, delegation as appropriate, change management and resource allocation.



## **Service delivery & operations management**

- Fulfil the role of Service Delivery Manager for a portfolio of services, including leading on service design, improvement and management in conjunction with the service and business owners.
- Have oversight of the various elements (including staff, third party services, and technologies) that enable the services.
- Have responsibility for, or contribute to the management of, a service cost centre, including budget setting, expenditure forecasting and reporting, ensuring services are delivered cost effectively and in line with value for money expectations.
- Formulate operational and service continuity plans, continuous service improvements, and service delivery road-maps, ensuring services and infrastructure remain secure, current and provisioned and supported in line with recognised best practice.
- Develop and manage relationships with suppliers, both external and internal.
- Develop and manage a stakeholder engagement and communications strategy to ensure effective communications between the Service and University stakeholders (including end-users), including facilitating the capture of user requirements, the delivery of training and awareness-raising events, and the dissemination of updates and reports as required.
- Work with the head of group and service owner(s) to implement sustainable service delivery models, including for cost-recovered services.
- Ensure that operational procedures are clearly defined and documented.
- Review and report on service metrics to ensure the service is meeting agreed levels; recommend and implement changes as necessary.
- Contribute to the day-to-day support and development of systems, commensurate with technical expertise and experience.

## **Strategy**

- Make a significant contribution to strategic planning within the Department, including financial planning, and contribute to the formulation of University-wide policy where applicable.

## **Engagement**

- Contribute expertise and consultancy, working with other leaders, to the wider collegiate University as required.
- Present, in written or oral form, matters relating to service delivery and development to IT governance committees and other University bodies.

## **Personal development**

- Deputise for the Head of Group when appropriate.
- Participate in a regular Staff Development Review.
- Take advantage of appropriate training opportunities as these arise, in order to keep up to date with relevant skills and developments
- Undertake other duties as may be assigned in the light of the post-holder's knowledge and experience.

## Selection criteria

### Essential selection criteria

1. Knowledge, intellectual capacity, reasoning and analytical skills equivalent to those of a graduate.
2. Demonstrable experience or potential of providing leadership to highly expert technical teams, including recruitment, staff development and performance management.
3. Familiarity with processes and recommended practice associated with IT service management.
4. Ability to plan, prioritise and manage resources within a collaborative team-based environment, both for IT service delivery and service development.
5. Knowledge of financial processes, including budget planning, expenditure forecasting, and reporting.
6. Familiarity with IT systems lifecycle management, from design, through to implementation and management.

7. Ability to develop strategy for IT service operations, with particular emphasis on the infrastructure required to meet service levels, taking account of current and emerging organisational requirements and initiatives as well as emerging developments in related technology.
8. Excellent communications skills, including the presentation of complex ideas to a variety of audiences, and the production of accurate written documentation.
9. Proven ability to develop and enhance expertise in relevant areas of knowledge.
10. Demonstrable experience of organising a busy and varied workload requiring self-motivation and excellent time management skills.

### Desirable selection criteria

1. Experience of IT service provision within a university environment.
2. Certification in, or demonstrable knowledge of, ITIL or comparable IT service management methodologies and or working in an agile-related environment with an understanding of user voice, backlogs and roadmap development.
3. Technical expertise and practical knowledge of supporting IT infrastructure in one or more of Unix, Microsoft or virtualised environments; systems integration and security; networking or storage; IT operations and development environments.
4. Successful experience of developing business cases for funding.
5. Experience of managing or contributing to IT infrastructure upgrade projects.
6. Understanding of the challenges of transitioning the outcomes of projects to sustainable services.

### 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](http://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.

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## 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).

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## 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](mailto:hr@it.ox.ac.uk)

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://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 70<sup>th</sup> 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](http://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](http://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](mailto: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](mailto:committee@oxrss.ox.ac.uk). For more information, see [www.ox.ac.uk/oxrss](http://www.ox.ac.uk/oxrss), Twitter @ResStaffOxford, and Facebook [www.facebook.com/oxrss](http://www.facebook.com/oxrss).