

**CARDIFF**  
UNIVERSITY

PRIFYSGOL  
**CAERDYDD**

# Assistant Director IT Infrastructure

## Candidate Pack

[www.cardiff.ac.uk](http://www.cardiff.ac.uk)







# Contents

Why Cardiff University	03
Croeso	06
Cardiff: a capital city	08
Professional Services	12
University IT	13
The Role	15
Person Specification	17
Additional Information	18

# Why Cardiff University?

## World-leading research

Cardiff is in the **top tier** of Britain's research universities and is a member of the prestigious Russell Group. We are ranked in the **top 5** universities in the UK for research excellence.

## World leading Impact

Our research has hugely beneficial effects on the economy, on the health and wellbeing of the population and on society more generally. We are **ranked second** in the UK for the impact of our research.

# 300

We are committed to skills development and have more than **300** postgraduate study options at Cardiff, including full-time, part-time, blended learning and distance learning courses.

# 7

We've been awarded seven Queen's Anniversary Prizes, which recognise world-class excellence in UK Higher Education.

## Two Nobel Laureates

Our world-leading researchers include two Nobel Prize winners - Professor Sir Martin Evans and Professor Robert Huber, working alongside numerous other distinguished staff, including **13 Royal Society Fellows**.

## Research volume

We have a live portfolio of research grants and contracts with a value exceeding **£550M**, demonstrating the global competitiveness of our research and its ability to attract investment.

## Top 10

Cardiff is recognised as one of the **10 most beautiful** universities in the UK (Times Higher Education 2018).

## Strategic partnerships and collaborations

We **co-create** and **deliver** our research and innovation activities in partnership with a wide range of other organisations from the NHS to local governments, the Cardiff Capital Region and companies from local SMEs to global, blue chip household names. We have a formal strategic partnership with the UK Office for National Statistics with others to be announced soon.

## An international community

With over **7,900 international students** from more than **130 countries**, you'll be part of a vibrant community that celebrates its diverse culture.

## £600 million

We're undertaking our biggest campus upgrade for a generation by investing £600m to **improve and develop** our facilities and infrastructure.

## £3.23 billion

We attract **high-quality investment** from both the public and private sector which helps translate our world-leading research into the products, services and processes of the future. Our excellence in teaching and learning provides highly skilled and well paid graduates who make a significant contribution to the public purse when they enter the world of work. Overall, we contribute **£3.23 billion** to the UK economy annually and we generate **£6.30** for every **£1** we spend.

The economic and social impact of Cardiff University in 2016-17, October 2018, London Economics.

## 9

We have invested in nine University Research Institutes URIs in areas including Crime and Security, Data Innovation and Neuroscience and Mental Health. Together our researchers are helping to create a stronger, healthier and more sustainable world.





# Croeso

That's Welsh for 'welcome', and you'll feel it everywhere you go in Wales.

Welcome to a country of breathtaking natural beauty, where every day a new experience awaits. Around every corner, a hidden gem: colourful fishing villages and cosy inns, mountain vistas and cliff-top trails, sandy bays and bustling cities.

Here you can discover 640 castles; more than any other country in Europe. This is the land of magic and myth, of princes and dragons. A land that has created writers and poets, musicians and athletes, architects and engineers, scientists and philanthropists. A land that has inspired generations to achieve their dreams.

This magical land is our home – and your home too.

*Small country.*

*Big heart.*

*Great ambition.*





# Cardiff: a capital city

## Dynamic. Friendly. Affordable.

Cardiff is a thriving and attractive city which is widely recognised as an outstanding place in which to live, work and study. Cardiff caters to all tastes, offering everything from the excitement of the city to the peace and tranquillity of the nearby coast and countryside.

Contemporary, welcoming and easy to get around, the Welsh capital is a city with character, heritage and ambition. Cardiff combines all the advantages of a compact, friendly and affordable location with the cultural and recreational facilities of a modern capital city.

‘With an exhilarating mix of heavyweight cultural sights, exciting regeneration projects, world-class sport, a prolific music scene and some seriously banging nightlife, it’s easy to see why Cardiff now ranks alongside London and Edinburgh as one of the UK’s most compelling destinations.’ **Rough Guides, 2018**



As one of the UK's **major sporting centres**, Cardiff is home to the iconic 74,500-seat Principality Stadium. The city hosts professional football at the Cardiff City Stadium, rugby at the famous Arms Park and international cricket at Sophia Gardens. Cardiff also boasts an Olympic-sized swimming pool, a white water rafting and canoe centre, ice rink and facilities to play a range of other sports.

As you'd expect from a capital city, Cardiff is one of the UK's **leading retail destinations**. Designer boutiques and high street names can be found within the St David's Shopping Centre, which stands alongside local independent shops, numerous indoor and outdoor markets and a fascinating network of glass-canopied Victorian and Edwardian shopping arcades.



**In the mood for some culture?** Cardiff is well-equipped, with entertainment to suit all tastes. Cardiff Bay's world-class Wales Millennium Centre regularly plays host to touring West End musicals, as well as concerts, drama and ballet. The city is also home to the acclaimed Welsh National Opera, two thriving theatres, several multi-screen cinemas, comedy clubs and a well-established arts centre.

Cardiff is a compact city, **best explored on foot or by bicycle**. The city's new Next Bikes scheme has cycle racks located all over the city – and the first half hour of every journey is free to all Cardiff University students! Excellent transport links also make it easy to travel across the city, south Wales and beyond, with London less than two hours away by rail.



Following an investment of **£2.4bn**, Cardiff Bay is regarded as one of the most successful regeneration projects in the UK. The Bay boasts a modern development of homes, shops, bars, restaurants, offices, and entertainment and sport facilities.



Boasting some **330** parks and gardens, Cardiff benefits from an abundance of green spaces. Our parks reach right into the heart of the city centre, making the capital a green haven for exploring, relaxing and taking some time out.



Cardiff is a truly **cosmopolitan** city and its multicultural vibe is reflected in its diverse range of cafes, restaurants and bars. No matter your preference, you're sure to find plenty to suit your taste and budget.



Want to escape the hustle and bustle of city life? The easily-accessible Brecon Beacons National Park offers **outstanding** scenery and wildlife, alongside ample opportunity for all kinds of outdoor pursuits including hiking and rock climbing. If it's sea air you crave, take a wander along our stunning coastline by following the 870-mile Wales Coastal Path: the only path in the world that follows a country's coastline in its entirety.

“Cardiff is a great place to be a student. Although it's the capital of Wales, it isn't a large city, which means most things are within walking distance. The centre is very compact and filled to the brim with bars, restaurants, cafes and shops. I also love Cardiff because of its surrounding areas: within half an hour I could either be looking out to sea in Penarth or climbing a mountain in the valleys.” **David, MSc Data Science and Analytics**



# Professional Services at Cardiff University

To support the strategic plan, The Way Forward, we are investing in a transformational programme which Professional Services across the University are working to deliver.

Our academic community is central to our success. It's crucial they are supported by high quality Professional Services to deliver excellence in research, learning and teaching, and student experience. We are also committed to providing an excellent staff experience to match that of the institution's students.

The University is a major and complex institution with turnover exceeding £500 million per annum. In February 2016, Cardiff issued a bond of £300 million, which will help finance the institution's strategic goals. The net proceeds from the bond will support general corporate purposes, including investment in leading-edge new research, teaching and student facilities through our Master Plan that will be among the best in the world, and radically enhance the student experience.

The key aims of the Professional Services are:

- to support The Way Forward;
- improve its services;
- generate income;
- develop its people.

“ Professional Services at Cardiff University aims to be focused, professional, efficient and effective, with infrastructure and support services working to the highest standards in comparison with the University's peers. ”

**Claire Sanders**, Chief Operating Officer

# University IT

University IT provides critical support to c6,000 staff, 35,000 students, and 38 academic and professional service schools and departments. The needs of learning and teaching, research and core services present an ever-changing set of challenges in an organisation that is constantly evolving. We support the University to deliver The Way Forward 2018-23 strategy and its relevant sub-strategies, providing fully integrated, professional programme and project management, business change management, and IT workstreams.

Technology is fundamental and critical to the University's day to day business and strategic goals, and the virtual infrastructure underpins and enables all major University processes, systems and operations. The pandemic resulted in a fast transition to working from home and the challenge going forward will be to respond to demand for new ways of working, within IT and the University as a whole, whilst ensuring services are underpinned by resilient, secure and value adding technology.

The University recognises the need for investment in our digital infrastructure and we are currently working with a partner (Circle) to design and deliver a comprehensive refresh of the University's wired and wireless network across campus and Residences. This programme will redesign both the University network's technology and underpinning support service bringing state-of-the-art wired and wireless network access to staff and students across the University's 300+ buildings.

The department is led by the Chief Information Officer, Eileen Brandreth, and has over 300 members of staff. This role will sit within the IT Services division of the department, and the role-holder will be a member of the University IT Board – providing oversight, strategic insight and governance across the full range of department activities.

## **Teams within University IT:**

### **IT Services**

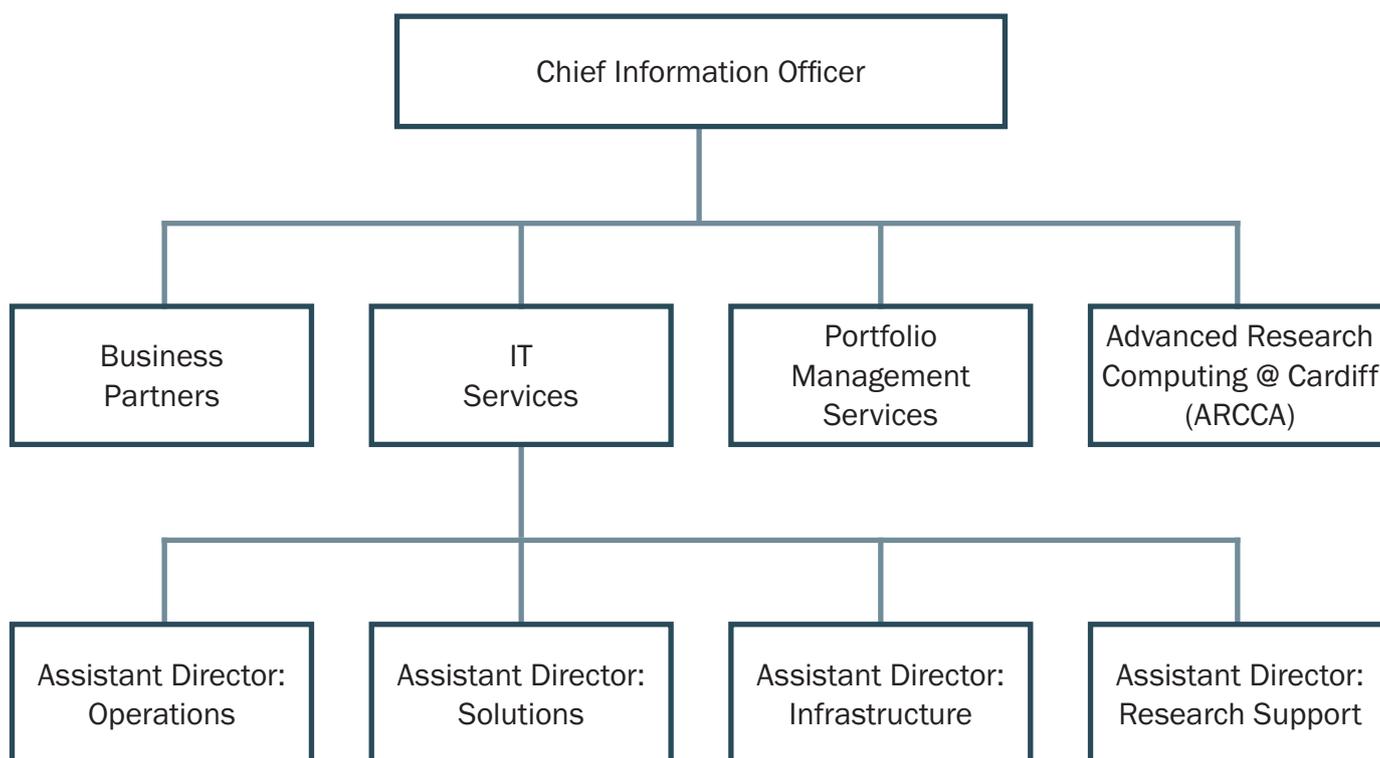
The team is responsible for delivering the range of IT services which support teaching, learning and research, and which enable the day-to-day operation of the University.

IT services are provided to the University's students and staff across two main campus sites. The services provide support for teaching in lecture theatres and remotely, enable staff to work together using digital tools, and underpin research activity.

The team makes significant contribution to the governance of portfolios, as well as delivering IT workstreams into and across all portfolios. This includes technical design and architecture, business analysis, IT infrastructure for all new University buildings and refurbishment / change of use, support for technology procurement and transition and support for new products and services.

### **Portfolio Services**

The team is intrinsically involved in all strategic University projects, and its key aim is to facilitate the delivery of change activities important to the achievement of the University's strategic goals. These change activities are coordinated and managed by the University-wide Programme Management Office (PMO), business change teams and the programme and project delivery teams.



### Advanced Research Computing @ Cardiff (ARCCA)

The team provides high performance computing services for researchers who need additional computing power to solve complex problems. The team also works with clients and partners outside the University through a range of outreach activities and plays a key role in Supercomputing Wales (SCW), which provides High Performance Computing facilities to academia across Wales. ARCCA also provides access to supercomputing tools and resources including computer simulation and modelling, manipulating and storing large amounts of data, and many other methods to solve research problems that would otherwise be impractical.

### Business Partnership

Our IT Business Partners work in partnership to help Colleges, Schools and Professional Services departments get best value out of shared IT service assets and identify where IT can help improve business and strategic performance. The team help interpret and understand needs and plans, help bring people, projects and services together, and are key in gathering and shaping requirements for new or improved IT services and supporting the change Portfolios.

### Strategic support

The team provides strategic and professional support and advice to the department, covering a range of areas including safety, health, environment and wellbeing; facilities management; HR administration; business support; communications; IT training and development; and finance.

# The Role

## Role purpose:

Accountable directly to the Chief Information Officer, this role will provide strategic leadership for the design, development and delivery of the University's IT infrastructure. The role is responsible for the provision of all University-wide and school specific IT technology infrastructure solutions, aligning these with the strategic goals and objectives of the University and making sure they are customer focused, highly available, sustainable, innovative, secure and offer an attractive value proposition for the University.



## The successful candidate will:

- be a key member of the University IT senior leadership team, providing strategic leadership, operational planning and development of University-wide IT infrastructure services that support day-to-day operations and the business change activity of the University
- lead, manage and develop University IT teams with responsibility for all layers of the infrastructure technology stack. This includes the telecommunications infrastructure supporting over 300 buildings, the enterprise-level server, database and backup platforms and IT security ensuring appropriate standards for confidentiality, integrity and availability of services
- be responsible for the IT infrastructure architecture across the University and will design and implement a clear strategy for sustainable and appropriately delivered IT infrastructure services. This includes ownership of roadmaps for the technology infrastructure to deliver current and future business capabilities and describe technology and investment trajectories for the University
- act jointly with the Assistant Director IT Solutions as the technical design authority on all University IT architecture. This will involve reviewing the planning, prioritisation, development and delivery of current and proposed technology, confirming whether it aligns strategically and that any procurement offers good business value for the investment, and advising the CIO on areas of concern
- be accountable to the CIO for the planning, monitoring and cost-effective investment of the allocated University IT Infrastructure budget, ensuring that financial targets are met and departmental resources (hardware, software and human) operate efficiently, provide value for money and are sufficient to sustainably carry out the Departments function
- lead and manage a range of strategically important technology programmes and projects of all sizes and complexity to deliver the desired benefits for the University
- assure the CIO that the University IT Infrastructure team's business processes are compliant with relevant legislation, and that they operate according to the principles embedded in relevant standards.

## The successful candidate will also:

- initiate, influence and inspire the University to leverage the potential that technology offers in delivering the current and aspirational objectives of stakeholders at all levels
- work across the University as a senior member of Professional Services, bringing broad knowledge and expertise to pan-University work outside the immediate area of responsibility
- develop positive, collaborative strategic relationships with both internal and external national and international agencies and organisations to foster collaboration and knowledge sharing with the University and wider IT community
- collaborate with the CIO and other Directors to develop and maintain relationships with key technology partners and suppliers, including the negotiation for major technology / service-related contracts and / or dispute resolution
- assist the CIO and other Directors in developing and executing (as necessary) the University-wide IT disaster recovery and business continuity plan to sustain the University's IT services following major incidents
- undertake any such other activities consistent with the nature of the role as required from time to time by the CIO.

## Dimensions

- Accountable for annual staff budget of c£3m
- Shared accountability with all Directors of University IT for annual capital budget of c.£3m and annual recurrent budget of c.£7m
- University-wide IT service covering all Corporate and Learning and Teaching application services. Providing 300+ University buildings with internet and data connectivity, 125,000 devices registered on the network, c1000 servers, 200TB of user file-store, 300+ University teaching spaces, 1000 open access PCs for students. Internal customer base of approximately 30,000 students and 9,000 staff
- Number of staff in University IT Infrastructure Group: c60 (seven direct reports).

# Knowledge, skills and experience

- A relevant degree or professional qualification and/or with appropriate experience in a comparable role, with evidence of regular skills updating. Preferably holds the BCS Chartered IT Professional status, ITIL Master and/or COBIT certifications.
- Able to evidence a breadth of knowledge across all IT including IT governance, technology support and development as well as service management, with specialised knowledge and experience in IT Infrastructure.
- Significant senior IT management experience and a track record of innovation, attainment and success gained in an organisation of comparable size and complexity.
- Proven track record in developing and delivering IT strategies.
- Advanced and up to date professional knowledge of IT management and experience of creating a high-performance IT organisational culture.
- A vision and understanding of the technology drivers that will influence the development of IT services in the future and how this can add value to the changing needs and practices of Research, Learning and Teaching and the University's support services.
- Strong evidence of ability to manage resources effectively (financial and non-financial) and to assess and manage risks.

## Personal qualities

- A strategic thinker and innovative leader as well as an experienced operational manager.
- Possesses mature interpersonal skills and can demonstrate the ability to deal very effectively with stakeholders. Is comfortable with dealing on equal terms with the most senior level of internal and external stakeholders.
- Skilled at oral and written communication.
- Demonstrates objectivity and impartiality. Is adept at analysing and resolving problems through above-average clarity of thought, attention to detail, observation and listening skills, and persistence.
- Focuses on key strategic issues. Applies pragmatic judgement in the application of rules. Has a broad knowledge of current techniques and practices associated with an IT Director level position.
- Understands the main issues facing both IT and the organisation's management in a commercial context, especially in the systems strategy and policy areas. Is able to influence through persuasive argument at the highest level in both formal and informal meetings.
- Promotes professional codes of conduct and ethics.
- A natural investor in people and teams, able to motivate and stretch their performance.
- An excellent change agent and deliverer.
- Resilient and able to prioritise and work well and flexibly under pressure.
- Ability to create valuable relationships that foster success within and outside the organisation.

# Additional Information

## Terms and Conditions of Employment

Cardiff University will offer an attractive salary, commensurate with experience, for a highly talented postholder. Cardiff offers 37 days per annum of annual leave plus bank holidays, and a USS Retirement Income Builder (RIB) pension. Relocation expenses (up to a maximum of £8,000) will be available for candidates moving to Cardiff.

## Equality of Opportunity policy

Cardiff University is committed to promoting equality and diversity in all of its practices and activities, including those relating to staff recruitment and employment. The University aims to establish an inclusive culture which welcomes and ensures equality of opportunity for applicants of all ages, ethnicities, disabilities, family structures, genders, nationalities, sexual orientations, races, religious or other beliefs, and socio-economic backgrounds. This commitment forms part of Cardiff University's Equality and Diversity Policy – see:

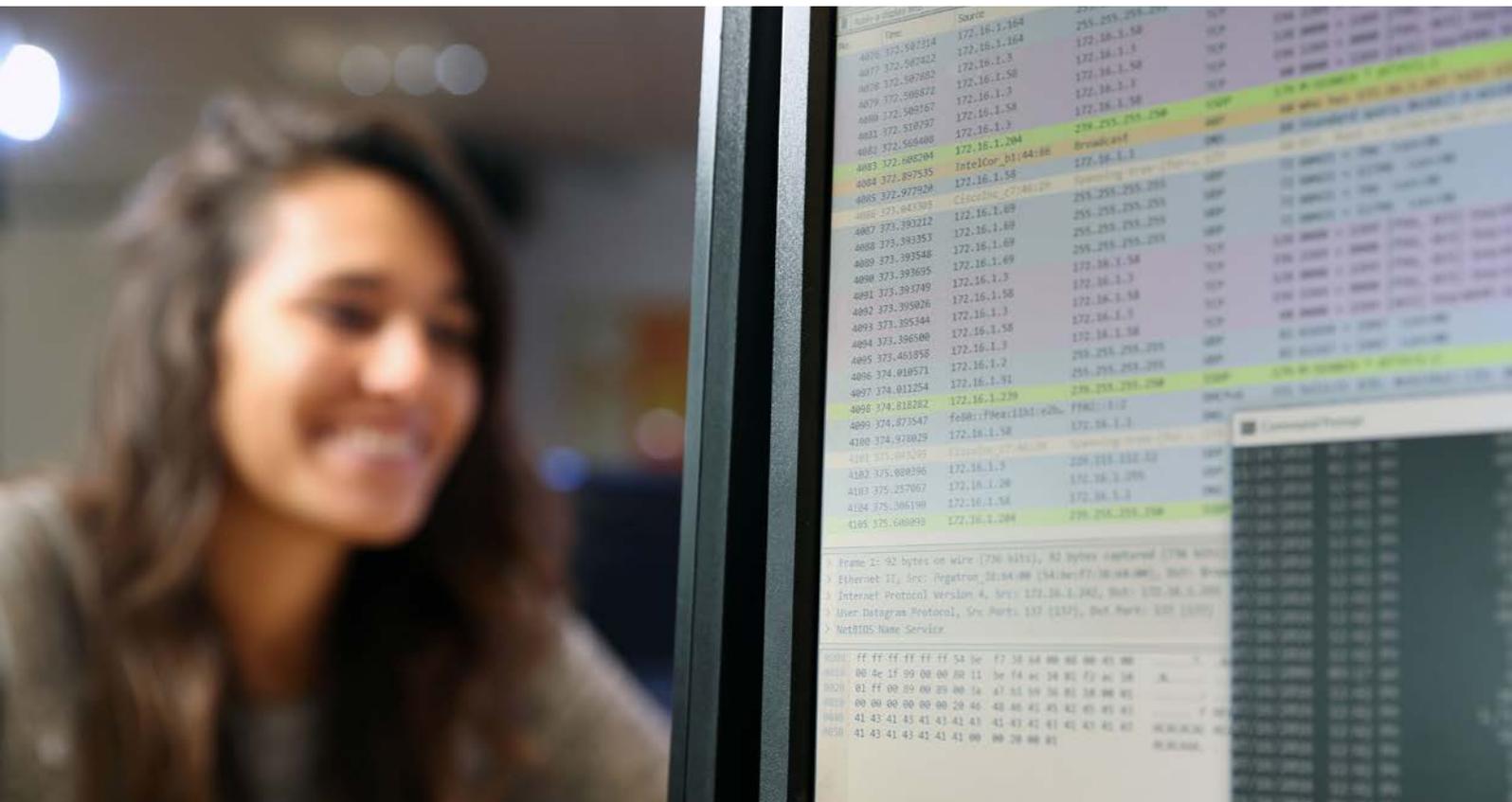
[www.cardiff.ac.uk/public-information/equality-and-diversity](http://www.cardiff.ac.uk/public-information/equality-and-diversity)

## How to Apply

Please apply by submitting a copy of your Curriculum Vitae (CV) and a covering letter highlighting your suitability for the position to:

**SeniorRecruitment@cardiff.ac.uk**

Formal interviews will be held in early June.





## Enquiries

Cardiff University

Tel **+44 (0)29 2087 9238**

Email **[SeniorRecruitment@cardiff.ac.uk](mailto:SeniorRecruitment@cardiff.ac.uk)**

**[www.cardiff.ac.uk](http://www.cardiff.ac.uk)**

Cardiff University is a member of the Russell Group of Universities

Cardiff University is a registered charity No. 1136855

Copyright © Cardiff University