



*The original redbrick  
university and a member  
of the Russell Group*

## Professional Services

### ASSOCIATE DIRECTOR, STRATEGY, PARTNERSHIPS & PROJECTS

**Area:** IT Services

**Job Ref:** TBC

**Location:** University Campus

**Grade:** Grade 10

**Salary:** £77,477-£87,176

**Working Hours:** Full Time

**Tenure:** Permanent



*Outstanding development  
opportunities through  
our Academy*

*Online application > Shortlisting > Interview Process > Job Offer*



*Campus located in  
the heart of the vibrant  
city of Liverpool with  
excellent facilities*





## About the Role



### Role overview and University context:

Information technology continues to evolve and develop at an ever-increasing rate, affecting all aspects of our personal and professional lives. Effective use of technology and our ability to harness the benefits of a “Digital Future” is crucial to the University’s vision to be a connected, global University at the forefront of knowledge leadership and to enable improvement in our national and international ranking.

The University’s IT Services Department is responsible for delivering a digital environment that is capable of enabling the University’s future vision and aspirations and addressing these challenges. IT Services provides all aspects of our centrally provisioned technology infrastructure, applications and services to 9,000+ staff, 30,000+ students, 190,000+ alumni and a diverse group of stakeholders, partners and collaborators.

The University is looking to recruit an Associate Director for Strategy, Partnering & Projects within the IT Services Department.

Reporting to the Chief Digital Information Officer in IT and in partnership with senior colleagues across the Department and the University, the role holder will play a crucial part in shaping the Department’s direction and ensuring its alignment with the University’s Strategic Plan, and its goals and objectives.

Direct responsibility for defining and delivering the Digital IT Strategy related to Project Management, Business Partnering, Business Improvement, Information & Records Management and IT Operations, ensuring their successful delivery and future enhancement.

Candidates must have proven experience of operating in a senior IT management position and will be able to demonstrate leadership across multiple functions and for highly experienced teams. As a natural leader, you will demonstrate gravitas and inspire confidence with a broad range of knowledge within the scope of your responsibilities.

You should have a degree (or equivalent qualification or relevant professional experience) and be self-motivated with proven experience of managing a variety of specialist teams in a complex environment. You must be able to work with and influence a wide range of stakeholders and should possess strong negotiation skills as well as excellent written and verbal presentation abilities

### Responsibilities:

- Drive the departmental strategy in alignment with the University Strategy and overarching business needs, ensuring the delivery of high quality and cost-effective IT services
- Work with the CDIO and other Senior Management Team colleagues to set the strategy for IT Services and drive the maturity of the organisation, developing a proactive rather than reactive culture
- Lead on the implementation of the IT Strategy through the creation of effective operational plans
- Contribute to the development of the University’s Digital Strategy





## About the Role



- Ensure sound management at every level of staff within the Strategy, Partnerships & Projects team through the provision of professional leadership, including such matters as staff recruitment & selection, training & development, performance and appraisal.
- Lead, motivate and management the performance of the Strategy, Partnerships & Projects team to deliver a professional customer focused and high performing service that works to agreed service scopes and levels.
- Provide support, coaching and mentoring to direct line managers to ensure all objectives and commitments are fulfilled in line with expectations, agreements and relevant standards.
- Continually review the services provided to customers to ensure the overall service provision meets agreed service levels and requirements, incorporating stakeholder management and reporting to stakeholders on improved services and processes as required.
- Lead on the financial planning and budgeting of IT Services related activities and ensure the effective management of all associated IT budgets.
- Lead on the operational management functions within IT Services, ensuring effective services are delivered to colleagues across the Department.
- Develop a network of influence with the Senior Management team and Professional Services Leadership team of the University and at peer level within and outside the University.
- Manage and maintain a commitment to the promotion and delivery of co-creation working with key stakeholders and customer groups to find effective solutions.
- Ensure appropriate IT governance structures and processes are created and maintained and retain oversight of the demand for IT services.

### Duties:

- Lead the Strategy, Partnerships & Projects team (55 staff) which includes Head of PMO & Programmes, Head of IT Partnering, Head of Business Improvement and Head of Operations
- Through the IT Services PMO lead on the management of demand for IT services, ensuring the effective recording and subsequent delivery of requests for IT and improvement projects, the on-boarding and management of new projects and the effective delivery of ongoing projects.
- Through the IT Partnering function, foster collaboration and engagement opportunities at a strategic level across Faculties and PS areas to ensure that IT solutions, initiatives and services support the academic and administrative functions of the institution.
- Through the IT Operations function, ensure the effective management and monitoring of Departmental budgets, provision of HR support and all other operational activities.
- Represent IT Services and the University at appropriate forums (including internal, external, national and international) and deputise for senior colleagues as required. Liaise with appropriate regulators and professional bodies that have a bearing on IT matters as appropriate.
- Lead on effective communication to promote transparency, understanding and the excellent work of the IT Services team.



## About the Role



- Support staff development and training to enhance the skills and capabilities needed to drive and deliver effective systems services.
- Use data and feedback to drive continuous improvement efforts within the Department, making necessary adjustments to strategies and initiatives as required.
- Comply with all personal health and safety responsibilities specified in the University Health and Safety policy.
- Promote equality and diversity for students and staff, and sustain an inclusive and supportive study and work environment in accordance with University policy.
- Engage with the University's commitment to deliver high quality digital services that are customer orientated, represent value for money and contribute to the financial sustainability of the institution.
- Undertake other duties commensurate with the grade as required.

### **In addition to the above, all University of Liverpool staff are required to:**

- Adhere to all University policies and procedures, completing all obligatory training and induction modules, including Equality & Diversity and Health & Safety.
- Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons.
- Participate in the University's Professional Development Review scheme and take a proactive approach to own professional development.
- Demonstrate customer service excellence in dealing with all stakeholders.
- Embody and uphold the University's Vision and Values.



## About You



Essential Criteria		Desirable Criteria
<b>Experience</b>		
1.1	Demonstrable leadership and management experience and credibility combined with a broad understanding of doing so in a complex environment	Experience of working in the Higher Education sector
1.2	Experience of planning, organising, controlling, managing, developing and directing strategic and operational activities	
1.3	Defining and delivering strategies and subsequent operational plans	
1.4	Fostering stakeholder collaboration and engagement at senior levels	
1.5	Experience of establishing and enhancing governance structures	
<b>Education, Qualifications and Training</b>		
2.1	A degree; relevant professional qualification (equivalent to NVQ Level 5) or equivalent experience	Experience of delivering change through a structured methodology such as Prince, MSP or similar
2.2	Demonstrate a commitment to Continuing Professional Development	Knowledge of IT Service Management (ITIL)
<b>Skills, General and Special Knowledge</b>		
3.1	Demonstrable ability to provide team and functional leadership, with an ability to motivate others to achieve high levels of performance and consistency	Good understanding and awareness of the University environment and priorities
3.2	Evidence of first-class leadership and organisational skills and able to operate at the most senior levels in the institution	Knowledge and understanding of structured tools & techniques to articulate and shape demand, e.g. Business Analysis, Lean, Six Sigma, Agile discovery
3.3	Financial and budgetary skills commensurate with a post of comparable size and scope	





## About You



3.4	Excellent written and verbal communication skills with the ability to communicate with both technical and non-technical audiences	
3.5	Strong analytical skills, negotiating, management skills and the ability to develop others	
<b>Personal Attributes and Circumstances</b>		
4.1	Excellent interpersonal skills and proven ability to be both a leader and a team player	
4.2	High professional standards in approach and presentation and able to demonstrate leadership, drive and commitment	
4.3	Ability to influence up and down and laterally to overcome resistance and conflict	
4.4	Enthusiastic and a positive can-do approach and attitude	
4.5	High levels of self-motivation, the ability to motivate others and a strong work ethic	



## About Us



Established in 1881, we are an internationally renowned Russell Group university recognised for our high-quality teaching and research. We are consistently ranked as one of the best Universities both nationally and globally, and the majority of our research is rated world leading or internationally excellent. Find out more [here](#).

### Our Areas

When you work at the University of Liverpool you are more than just your job role. You are a crucial part of our mission to improve lives on a local, national and international scale. Click on the relevant links below for more information on area you will be working in.

[IT Services](#)

### Why Work Here

We recognise, appreciate and celebrate the incredible work our staff do every day. As well as generous terms and conditions, we offer a range of enviable benefits and provide support for colleague's wellbeing and development. Discover more [here](#).

### Moving from abroad

As a global institute, we welcome applicants from all nationalities, moving from a different country can be challenging and we would like to help as much as we can, we have put together some information on eligibility to work documentation, accommodation, schools, healthcare, life in Liverpool and the UK as well as other practical information. Discover more [here](#).

### Our Staff

Whether it be their friendly colleagues, supportive managers or our outstanding facilities, our staff can explain better than anyone what it is like to work for us and why they enjoy their role. See what they have to say [here](#).



## How to Apply



*The University of Liverpool is committed to being an inclusive employer. We welcome applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith or disability.*

### Contacting us

For further information and details of how to apply, please visit

<https://www.dixonwalter.co.uk/opportunities/ad-strategy-partnerships-projects/> or contact Simon Critchley at Dixon Walter on [simon@dixonwalter.co.uk](mailto:simon@dixonwalter.co.uk) or on 07891 842 347.

Applications should be made via email to [simon@dixonwalter.co.uk](mailto:simon@dixonwalter.co.uk) and must include on separate documents:

- a letter of application setting out your interest in the role and details of how you match the person specification.
- a comprehensive curriculum vitae (CV).
- details of three referees and notice period (referees will not be contacted without your permission).
- a completed Personal details form.

### Application process

Our e-recruitment system enables you to register for an online account, where you can view, copy and edit your applications. Set up your account [here](#).

Once you submit your application you will receive an automatic email acknowledgment. You can view your application any time by clicking into the application history section of your account.

### Job Description

After the closing date this job description will be removed from our website. Should you wish to refer to this information at a later date please ensure you save a copy of this document.

### Right to work

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to





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## *How to Apply*



you will be conditional upon you gaining it. The UKVI have an interactive tool allowing you to immediately see if vacancies are eligible for a Skilled Worker visa. You will need to know the SOC code for the role, our most used SOC codes can be found [here](#), if none of these apply to this role, there are more codes on the eligibility checker. The skilled worker eligibility checker can be found on [GOV.UK](#).



# How to Apply



## Disabilities and alternative formats

If you have any other requirements which will help you access the application or interview process or employment opportunities at the University, or if you require copies of documentation in alternative formats, please email: [jobs@liverpool.ac.uk](mailto:jobs@liverpool.ac.uk) or telephone 0151 794 6771.

