

Director of Information Technology Services



Welcome from the Vice-Chancellor

Thank you for your interest in the post of Director of Information Technology Services.

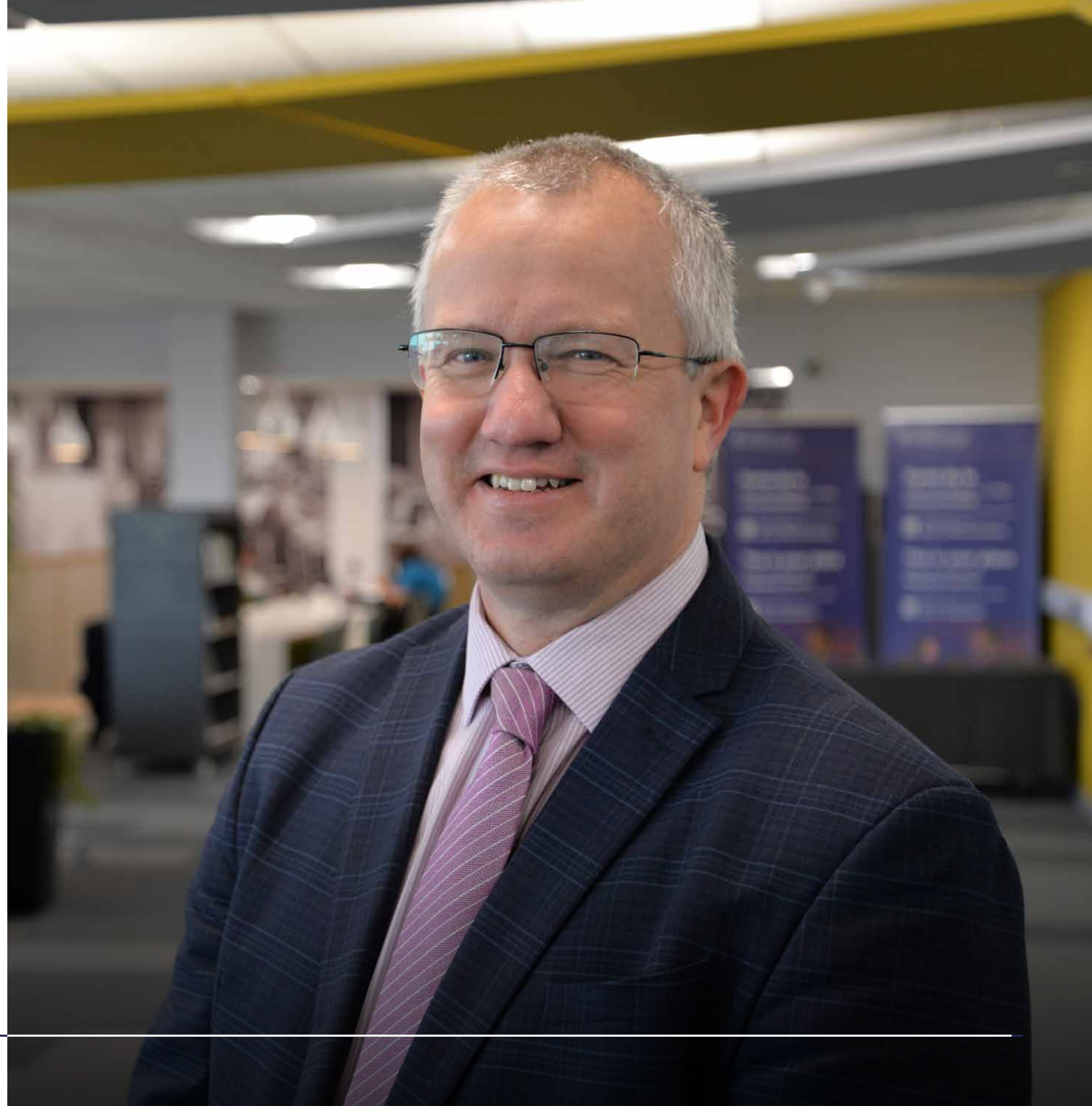
Since its foundation over 150 years ago, Aberystwyth University has recognised the importance of education, and crucially education for all and the impact that a university can have on people and the wider society. We are a research-led university and aim to make a difference in the research that we do for the benefit of society. We are consistently recognised for our outstanding student experience and teaching and strive to ensure we provide our students with the best possible education to prepare them for the next stages of their lives. The Times and Sunday Times' Good University Guide 2025 placed us as the top university in England and Wales for student experience, and in 2026 we ranked among the top 10 in the UK for teaching quality. We are a vibrant academic community, and we are very fortunate to live and work in a stunning part of the world, providing not only inspiration, but an opportunity to relax and enjoy life.

We are about to embark on the next stage of our journey, one that is full of challenge, but also of great opportunity so it is an exciting time to be joining us. If you have the skills and expertise we need, plus the leadership qualities to drive forward our ambitious agenda, then I will look forward to hearing from you.

Thank you again for your interest.



Professor Jon Timmis, Vice-Chancellor



Aberystwyth University

Aberystwyth University has a proud tradition of academic excellence and a focus on delivering an exceptional student experience. Located between the mountains and the sea, Aberystwyth is a uniquely stunning setting of regional, national, cultural and commercial importance.

Over 150 years, Aberystwyth University has developed into a strong, research focused academic community of approximately 1,800 staff and 6,500 students from across the globe, generating c £125m turnover annually.

Our mission is to deliver inspirational education and research in a supportive, creative and exceptional environment in Wales. Student life here revolves around our coastal campus and the safe, close-knit yet cosmopolitan town of Aberystwyth.

The 2025 National Student Survey showed that Aberystwyth students are some of the most satisfied with their university, coming top in Wales for the tenth consecutive year. These high student satisfaction rates reflect the calibre of the education we offer as well as recent investments of over £100m in enhancing and extending our already excellent residential and teaching facilities and a new AberInnovation campus. Lecture theatres and teaching spaces across the University have been refurbished and upgraded, with facilities to record all lectures for revision and learning consolidation. Through targeted investment, we are committed to ensuring our students benefit from world-class teaching and learning facilities and acquire the skills they need to succeed in life.

Some of our particular fields of research excellence include Computer Science, Geography and Environmental Science, International Relations, Agriculture and Life Sciences. Recently, the University was presented with the prestigious Queen's Anniversary Award for its pioneering parasitology work.

We are proud to have recently opened Wales' first School of Veterinary Science and new Veterinary Education Centre, alongside our existing crucial veterinary hub and category 3 bacteriological labs to support research into animal and human health. We are also home to the National Phenomics Centre, featuring the most advanced research greenhouse in the UK, based at our Institute of Biological, Environmental and Rural Sciences. Other new developments include new Nursing provision in support of local and regional health needs.

Student life is further enriched by our active Students' Union, which runs more than 100 different clubs and societies. We have our own Sports Centre on campus with a swimming pool, gym, climbing wall, wellbeing and fitness classes. Our on-site Arts Centre is one of the largest in Wales with theatre, exhibition and performance spaces as well as a boutique cinema, bar and café.

We are currently working towards a new strategic plan 'For the 2030s'.



Awards and Accolades

Aberystwyth University has been successful in a range of prestigious awards, accolades and rankings in recent years, including:



University of the Year for Sustainability

(Good University Guide 2026, The Times and The Sunday Times)

Top 10 in the UK for Teaching Quality

(Good University Guide 2026, The Times and Sunday Times)

Top in England and Wales for Student Experience

(Good University Guide 2025, The Times and Sunday Times)

Welsh University of the Year

(Good University Guide 2024, The Times and Sunday Times)



Top in Wales for Student Satisfaction for the tenth consecutive year*

(National Student Survey 2025)

Top in Wales and Top 10 in the UK for Academic Support, Organisation and Management, and Learning Resources

(National Student Survey 2024)

*(Compared with the Times & Sunday Times' Good University Guide HEIs)



98% of research is of an internationally recognised standard or higher

(Research Excellence Framework 2021)



Awarded The Queen's Anniversary Prize in recognition of its pioneering parasitology work

(2023)



Green Flag Award for Aberystwyth's Penglais Campus

(2015, 2016, 2017, 2018, 2022)



Our History and Heritage

As the first University College in Wales, Aberystwyth has a long and distinguished tradition of teaching and research, and our establishment in the 19th century is one of the great stories of pioneering achievement in modern Welsh history.

Led by London Welshman Hugh Owen, a small group of patriots sought from the 1850s onwards to raise enough money by public and private subscription to establish a college of university status in Wales. A project of enormous ambition, the University opened its doors in 1872 initially with a handful of teachers and just 26 students in what was then a half-finished hotel building ('the Old College') on the seafront.

The first decade presented many challenges for the University's survival. The generosity of a few individual benefactors and organised appeals for support from the ordinary people of Wales kept the University in being, and, perhaps more importantly, deeply rooted it in the minds and the affection of the Welsh people. A matter of considerable pride is that the University has made a significant contribution to the education of women, being one of the first institutions to admit female students.

Since those early days, Aberystwyth University has gone from strength to strength and now has approximately 6,500 students and 1,800 staff. As the institution grew, its main campus moved from Old College on the seafront to Penglais hill.

This finely landscaped site enjoys spectacular views over the historic market town of Aberystwyth and the Cardigan Bay coastline. New buildings, including major arts and science developments, halls of residence, a magnificent Arts Centre and first-rate sports facilities are located here.

Old College remains an integral part of the University and there is work afoot to refurbish this iconic building, which is treasured as one of the UK's most significant pieces of Gothic revival architecture. The ambition is to bring the Old College back to life as a vibrant heritage and cultural centre that will attract local people as well as visitors from far and wide with exhibition rooms, spaces for learning and knowledge sharing, and a hub for creative business start-ups.



Our Research

Research is a critical and integral part of the University’s mission and work. It is supported by our Research Strategy, which sets out the principles that underpin how we pursue research at Aberystwyth. It identifies a series of actions which will help to develop our research over the next five years, and it articulates how we will further develop a research environment that is ambitious, outward-looking, engaged and inclusive.

Aberystwyth University has a long and distinguished record of undertaking cutting edge research across a range of disciplines. The work of our academics has been recognised as world-leading or internationally excellent in terms of its originality, significance and rigour (REF 2021). These results show that the overall quality of research at Aberystwyth has risen since the last assessment in 2014, with 98% of all our research activity being of an internationally recognised standard or higher, within all 14 Units of Assessment submitted. The findings also show that more than three quarters of our research was categorised as either world-leading (4*) or internationally excellent (3*), an increase of 9 percentage points on REF 2014.

The University has an excellent range of facilities and resources to assist with research activities, with three libraries including the National Library of Wales.

Aberystwyth enjoys research excellence across the University. Particular strengths are Computer Science, Geography and Environmental Science, International Relations, Agriculture and Life Sciences.



Fractal Clock

The Fractal Clock is the work of Richard Downing, a lecturer in the Department of Theatre, Film and Television Studies. Over the course of 60 minutes, a total of 81 rotating triangles of glass make a delicate journey of shifting patterns towards a moment of resolution, offering a mesmerising re-encounter with time, space, place and perspective.

Our Role in the Community

The University enjoys a close relationship with the community - locally, regionally and nationally - and is committed to developing its civic mission activities. The University plays a key role in the economy, is a major employer and vital economic and cultural hub in the region. Much of its unique character comes from the combination of a friendly, welcoming and inclusive staff and student body, with the safe environment and sense of community shared by the University, the town and surrounding areas.

Aberystwyth University Sports Centre

Based on Penglais campus, Aberystwyth University Sports Centre (SportAber) is open to students, staff and the wider community. Every year, it welcomes more than 250,000 people to use its wide range of indoor and outdoor facilities. These include a fully equipped gym, a swimming pool and sauna, a climbing wall, an all-weather 3G pitch, squash and badminton courts, as well as a host of fitness and wellbeing classes. The University also has playing fields at Blaendolau and Vicarage Fields in Llanbadarn Fawr.

University Music Centre

The University Music Centre promotes a wide-ranging programme for performers and listeners. The Centre provides facilities for students and the local community. It has numerous pianos, a two-manual electronic organ, harp, harpsichord and chamber organ, as well as percussion and other instruments. The Music Library houses a large sheet-music collection with particularly strong holdings of chamber and orchestral music. Music books can be found in the Hugh Owen Library and, of course, the enormous resources of the National Library of Wales are close at hand.

The Mid-Wales Growth Deal

The Mid-Wales Growth Deal is a joint £110m initiative by the governments in Cardiff and Westminster to grow the economy in mid-Wales and create new, high-value jobs in the region. The University has been invited to submit Outline Business Cases for two projects: the National Spectrum Centre and the Green Futures Innovation Park (the latter building on the success of AberInnovation). If successful, the two projects combined will see a capital investment of c.£50m into the University which will include a degree of match funding from other investors.

Aberystwyth Arts Centre

Located in the heart of our Penglais campus, Aberystwyth Arts Centre is one of the largest arts centres in Wales and attracts more than 700,000 visits every year from the town and surrounding counties. The award-winning centre is supported by the Arts Council of Wales and recognised as a 'national flagship for the arts'. It has a wide-ranging artistic programme, both producing and presenting, across all art forms including drama, dance, music, visual arts, applied arts, film, new media, and community arts. The centre's facilities include a concert hall (the Great Hall), a theatre (Theatr y Werin), a performance studio, exhibition spaces, a boutique cinema, bookshop and café bars.



Knowledge, Exchange and Innovation

AberInnovation

This newly opened campus allows vital research to be undertaken at the cutting edge of new technologies with some of the country's most innovative companies. AberInnovation offers world-leading facilities and expertise within the biotechnology, agri-tech and food and drink sectors, and is supported by our University, the European Regional Development Fund through Welsh Government, and the Biotechnology and Biological Sciences Research Council (BBSRC).

AberInnovation has the following facilities:

- **Biorefining Centre:** A pilot scale facility for extracting, analysing and optimising chemicals from biomass and process sidestreams, with integral industrial biotechnology and a food grade environment;
- **Future Food Centre:** A food grade environment for the testing, validation and improvement of existing and novel materials as foods, including nutritional content, advanced compositional analysis, shelf life and consumer preferences;
- **Advanced Analysis Centre:** Modern laboratories with state-of-the-art analytical chemical instrumentation provide a research environment which addresses and aims to fulfil collaborators' analytical needs;
- **Seed Biobank:** A controlled environment facility for the secure storage and cataloguing of plant genetic resources.

National Plant Phenomics Centre

The University also hosts the National Plant Phenomics Centre, with the most advanced research greenhouse in the UK, based at our Institute of Biological, Environmental and Rural Sciences. The Centre is a Biotechnology and Biological Sciences Research Council (BBSRC) supported national facility and was developed at a cost of £6.8m. The research conducted here helps to develop new plant and crop varieties to help tackle the global challenges of climate change, food security and replacing oil-based products.

Department of Research, Business & Innovation

The Department of Research, Business & Innovation (RB&I) offers a range of support services to research active staff – from professional development to preparing grant applications. The Department is also the gateway for industry and other external organisations to discover more about the wealth of knowledge exchange opportunities offered by Aberystwyth University, and how business and academia can work together. To find out more on some of Aberystwyth University's high impact collaborative research projects, please visit [here](#).

Spin-Out Ventures

Aberystwyth University supports staff who wish to develop their research outputs into commercial ventures. The University encourages future entrepreneurs and the establishment of new businesses as a means of generating a route to market for University intellectual property because of the significant benefits to the University, its staff, to Wales and further afield. Research, Business & Innovation work with academic staff to:

- Identify valuable and impactful intellectual property;
- Assess commercial potential of a future product/service;
- Support the development of robust business plans;
- Assist in fund-raising and networking.

Our Technology Transfer team works with a Commercial Advisory Panel of industry and government experts, to review business ideas and mentor staff around business planning and fundraising. Examples of our spin-out companies can be found [here](#).



The Student Body

Aberystwyth University prides itself on being research intensive but also student orientated. Our aim is to create an environment where students can develop and learn; where they are challenged to think critically and independently; and where they can be innovative and creative as part of a supportive academic community.

We remain the top university in Wales for student satisfaction for the tenth consecutive year according to the latest NSS. The Times and Sunday Times' Good University Guide 2026 ranked us 42 out of 133 universities across the UK, based on satisfaction with our teaching quality, student experience, and degree completion rates. Every one of our academics takes course design, interaction and collaboration, assessment, and learner support seriously.

The breadth of departments whose academics came away with plaudits at the University's Exemplary Course Awards for innovation in teaching – Theatre, Film and Television Studies, Psychology, Physics, The Graduate School, Lifelong Learning, School of Education, Aberystwyth Business School, Learning and Teaching Unit, and Welsh and Celtic Studies – illustrates our strength in depth.

Our accolade as one of the top 10 universities in the UK for teaching quality (Good University Guide 2026, The Times and Sunday Times) is testament to our high standards and the dedication of our staff, who go the extra mile to ensure students receive the best possible education. Student satisfaction is reflected not only in our consistently strong NSS outcomes, but also in our ranking as top in England and Wales for student experience (Good University Guide 2025, The Times and Sunday Times).

Student recruitment

The University's student body remains consistent with recent years. Currently, 29% of our students come from Wales, 59% from the rest of the UK, and 12% from overseas.

Growth is projected across domestic and international students, and there will be a greater focus on the international market. As well as historic ties with Malaysia and China, the University has seen recent growth in student numbers from South Asia and Africa.

Unusually for a UK university North Americans make up the largest proportion of our international student body and, as well as sustained growth there, we also have permanent recruitment presences in China, India and Malaysia.



Investing in the Future

We invest continuously in facilities to enhance the student experience at Aberystwyth University. These developments will be in line with our Towards Net Zero Carbon Strategy 2030.

Innovation and Enterprise Campus

The University, with the support of the Welsh Government and the Biotechnology and Biological Sciences Research Council, has invested £40.5m in the development of a new UK Innovation and Research Campus at Gogerddan.

The Aberystwyth Innovation and Enterprise Campus (AIEC) includes an internationally recognised facility to attract further research funding so that companies and researchers can undertake collaborative research projects to boost the bio-economy. The research is expected to generate innovative new products, services and spin-out companies in sustainable food, health, biotechnology and renewable energy sectors.

Pantycelyn

With the support of a £5m grant from Welsh Government, this £12m project has seen Pantycelyn reopen as the beating heart of Aberystwyth's vibrant Welsh speaking community. It is the home of UMCA, Aberystwyth's Welsh Students' Union, Y Geltaidd's sports teams and social activities, and the Pantycelyn choir.

New life for Old College

Aberystwyth University is working on exciting plans to transform Old College into a vibrant heritage and cultural centre which will attract local people as well as visitors from far and wide.

The proposals would see this iconic building on Aberystwyth's popular promenade take on a new lease of life as an exhibition centre, a place of learning and a hub for creative business start-ups.

Centre of Veterinary Excellence at Aberystwyth

A key part of Wales' first and only School of Veterinary Science, the new Veterinary Education Centre, a £2.4m investment, was opened by King Charles III. The Centre offers new teaching facilities on the University's Penglais campus with anatomy and study facilities.

Category 3 Research Labs

The University's status as the leading research institute for animal health in Wales was reinforced by the development of the state-of-the-art veterinary hub to drive forward research to protect animal and human health. The project provides category 3 bacteriological labs, as a leading secure environment for work on Bovine TB, in addition to a range of other animal health initiatives. This exciting development will work with industry to produce new tests and vaccines to reduce loss in the livestock industry by supporting businesses whose trade is in livestock, in addition to the further development of veterinary practices, other animal healthcare businesses, biotechnology, animal food manufacture and other allied industries.

Equality, Diversity and Inclusivity

Aberystwyth is also hugely committed to building an inclusive and diverse institution. We know the development and promotion of equality and diversity across our University's practices and activities are key to our success. Our Strategic Equality Plan demonstrates our ambition to foster an inclusive learning and working community, free from discrimination, harassment and victimisation, where staff and learners are supported, feel respected, and can realise their potential.



About the Role

The post is responsible for the Information Technology Service (ITS) and reports directly to the Chief Financial Officer. Following an assessment of our digital maturity as level 1 we have set a target level of 3 for 2030 which the postholder will be responsible for delivering in partnership with colleagues across the University. To achieve this target level will require a significant step change both within the function and across the institution and will require strong leadership and engagement skills alongside technical expertise.



Key responsibilities

- Actively contribute to the leadership and management of the University.
- Support the delivery of the University strategy by leading delivery of the digital elements of the infrastructure plan including and engaging colleagues in improving digital and data maturity.
- University-wide responsibility for the delivery of key operations to provide customer-focused, cost-effective IT services to staff, students, and external partners.
- Work collaboratively with colleagues across the academic units and within Professional services role modelling a business partner approach.
- Lead the creation and delivery of a long-term investment plan in the digital estate aligned to our university plans.
- Continuously develop and implement cybersecurity, disaster recovery and business continuity systems and processes to minimise risk in these areas
- Enhance efficiency and customer experience through a review of ways of working, fostering a strong culture of customer service.
- Lead and manage major University technology contracts and tender processes, to ensure they deliver value for money through alignment to user needs, service improvement, and efficiencies in operations.
- Lead the development and delivery of cross-institutional projects, ensuring they are delivered on time and within budget.
- Manage both the strategic and operational risks associated with the University’s reliance on information technology.

Strategic management and leadership

- Manage relationships with strategic suppliers of infrastructure, applications, and information resources and build networks across the HE sector with peers and stakeholders.
- Effectively engage stakeholders across the University, including academics, students, and staff, to ensure the successful delivery of the ITS strategy.
- Develop an internal engagement and communication strategy to support the delivery and implementation of IT Services.
- Engage with senior stakeholders to understand business needs and how these translate to IT strategy and build a reputation for excellence in IT Service Delivery. At times, this may involve influencing, persuading, and challenging behaviours to engage customers in proposed change initiatives to improve long-term service delivery.

Budget Responsibility and Compliance

- Responsible for managing the ITS operational budget, ensuring financial targets (income and cost), operational objectives and customer satisfaction targets are met through the control and utilisation of all resources. Contribute to the annual budget planning and preparation process.
- Ensure full compliance with Aberystwyth University’s statutory and regulatory financial requirements.
- An understanding of Welsh Language compliance in relation to IT Services provision.

People management

- Develop a Senior Management Team focused on the customer experience and capable of innovative thinking, continuous improvement and ensuring sustainability.
- Responsibility for the leadership and management of staff in Information Technology Services.
- Deliver the associated Infrastructure KPIs and develop a range of Performance Indicators (PI) and benchmarks against which improvements in the service can be measured and objectives for the team established.
- Improve staff capability and organisational capacity in line with the agreed maturity assessment and development plan.
- Provide effective line management and communication, seeking to positively change staff cultures and model appropriate leadership behaviors.

Person Specification

Experience:

- Proven track record of driving change in large, complex organisations with multiple stakeholders.
- Significant senior management experience in a comparable Information Technology Services role within organisations of similar size and complexity.
- Experience of contributing to strategic leadership and organisational management and development.
- Demonstratable ability to develop and deliver strategic and operational plans.
- Successful delivery of large-scale projects, including major procurements and outsourced services.
- Demonstrable knowledge of current and emerging technologies (including cloud computing) with evidence of successful implementation.
- Graduate calibre with membership of appropriate professional bodies and a professional profile in information technology services.
- Demonstrate an appreciation of the culture of Higher Education and the ability to engage with academic colleagues (even without direct prior HE experience).

Personal Qualities:

- Ability to work collaboratively and influence a wide range of stakeholders within the University and with partner organisations.
- Strong leadership and management skills, with the ability to oversee ITS operations (including budgets, HR, technology, and projects) and provide strategic guidance.
- Experience in improving information service delivery through the introduction of industry standards, monitoring service levels, and anticipating customer needs.
- Proven ability to establish financial structures and controls to support a dynamic and developing organisation and work within budget.
- Skilled in persuasion and influence, with the ability to engage colleagues in delivering complex projects.
- High-level people management and leadership qualities: inspiring multi-functional professional teams, instilling accountability, and innovation, while remaining customer focused.
- Flexible, self-motivated, and creative, with the ability to generate original solutions and deliver results under pressure.
- Strong communicator, capable of explaining technical issues clearly to non-technical audiences.
- Experience in strategic planning and presenting strategy at executive and board level.
- Strong problem-solving skills in complex, ambiguous situations.
- Strategic thinker with confident, rational, and objective decision-making.
- Decisive, with the ability to take calculated risks where necessary.
- A collaborative team player who is inclusive in their approach.
- Oral (spoken) and Written Welsh Level A0.*

Desirable

- A professional qualification in one of the areas of service.
- Experience of active participation in external quality reviews.
- Membership of relevant professional bodies.
- Oral (spoken) and Written Welsh Level C1.*

* More information on Welsh Language Levels can be found at: aber.ac.uk/en/hr/policy-and-procedure/welsh-standards/

How to apply

Aberystwyth University has appointed Dixon Walter, an executive search agency, to assist with this appointment.

Information and details about how to apply can be found at

www.dixonwalter.co.uk/opportunities/aber-director-it-services/

Applications should be made via email to alan@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 requirements in the person specification
- a comprehensive curriculum vitae
- details of three referees and your notice period (referees will not be contacted without your permission)
- a completed personal details form (available from the website above).

Closing date for applications is **midnight on Sunday 4 January 2026**.

Longlist interviews will be held with Dixon Walter via Microsoft Teams week commencing 5 January and 12 January.

Final interviews will take place on campus on a date to be confirmed - watch this space.

Aberystwyth University is committed to promoting equality and diversity, and endeavours to be inclusive, valuing the diversity of its staff, students and community. Applications from all backgrounds and communities and, those that are currently underrepresented in our workforce are welcome. This includes but is not limited to Black, Asian and Minority Ethnic candidates, candidates with disabilities, and female candidates. Where appropriate, all reasonable adjustments are made to enable staff members to effectively carry out their duties.

Aberystwyth University has been 'Disability Confident Employer' accredited since 2016. More information is available at this link:

www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme

Aberystwyth University is a bilingual institution which complies with the Welsh Language Standards and is committed to Equal Opportunities. We welcome applications in Welsh or English and these will be treated equally. Please indicate your preferred language for correspondence.

In making an application for this role we ask you also to view our Privacy Notice which outlines our compliance to General Data Protection Regulations and the use and storage of your data.

