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| Position SpecificationUniversity of Southampton |

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| **Director of iSolutions**May 2016 |

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| Heidrick & Struggles advises client companies on the basis of an exclusive consulting assignment. The following details are for personal review and should be kept confidential. |

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|  | The University |
|  | The University of Southampton is a founding member of the Russell Group, the UK’s leading research-intensive universities, and in the top one per cent of universities worldwide. Through world-leading research and enterprise activities they work with businesses to create practical solutions to global issues. They work with partners around the world to create relevant, flexible education, which prepares their students for the jobs of the future.The University has recently launched its aspirational Vision 2020, which sets out an ambitious view of the University’s future. The vision is to be a distinctive, global leader in education, research and enterprise. They aspire to be a place of opportunity and inspiration that attracts the most talented staff and students from the UK and across the globe. They will grow the University resources and facilities to meet the expectations and ambitions of our high-performing staff and students.All the University’s activities are underpinned by values determined by their community. They are an imaginative and resourceful organisation that inspires and achieves excellence in all they do. They recognise that together they achieve more, and are committed to the highest standards.**The University Campuses**The University has five lively and diverse campuses in Southampton, one in Winchester and an engineering campus in Malaysia.The main Highfield Campus is home to three of the UK’s leading arts venues, the John Hansard Gallery, the Nuffield Theatre and the Turner Sims Concert Hall. It also houses a state-of-the-art £8.5m sports complex,The main Hartley Library, the Students’ Union and Staff Social Centre. Close to Highfield, the Avenue Campus houses most of the Humanities disciplines and the Centre for Language Study. It also has a purpose-built £3m Archaeology building with state-of-the-art facilities for teaching and research. A few minutes’ walk from Highfield, is the Boldrewood Campus. The University’s collaboration with Lloyd’s Register represents one of the largest business partnerships with any single university in the world. The new £116m Boldrewood Campus is the result of this partnership and is home to the Southampton Marine and Maritime Institute. Three miles west of Highfield, Southampton General Hospital is the base for the University’s Faculty of Medicine. The campus offers modern laboratories, computer suites, refurbished lecture theatres and a specialist Health Services Library. Situated on the city’s waterfront, the National Oceanography Centre Southampton (NOCS) is one of the world’s leading research centres for the study of ocean and earth sciences. Close to Winchester city centre, 12 miles north of Southampton, is the internationally renowned Winchester School of Art provides studios and workshops, an extensive specialist library and a well-stocked art supplies shop. The Winchester Gallery is based on campus.**Southampton**Southampton is a thriving modern city, steeped in history and culture, while less than an hour away the New Forest National Park offers vast open heathland and beautiful forest. The city offers a vibrant mix of recreation, culture and entertainment – from restaurants, cafés, bars and nightclubs to cinemas, sports facilities and internationally acclaimed arts venues. Close to the city centre, the University forms an integral part of this dynamic, multicultural city.*A historic city*Southampton has a fascinating history. It was from Southampton in 1415 that Henry V set sail for Agincourt. The Pilgrim Fathers first set sail from here in 1620 on their historic journey to the New World, and the ill-fated Titanic sailed from Southampton in 1912. Southampton has a rich aviation heritage, with the Spitfire, the fighter aircraft that won the Battle of Britain, developed in the region in the 1930s.*A coastal location*Southampton has one of the biggest commercial ports in Europe, and the city is known across the world as the home of the giant cruise liners, Queen Elizabeth, Queen Mary 2 and Queen Victoria. With a coastal location, there is a vast range of opportunities for sport and leisure, with a major focus on watersports, sailing and ocean racing across the whole region.*A gateway to the world*Just over an hour from central London, Southampton has excellent transport links with the rest of the UK and internationally, by road, rail, sea and air. Our award winning *Unilink* bus service connects all Southampton campuses and halls of residence, the city centre, airport and railway stations.**Winchester**The historic city of Winchester has a rich cultural heritage, complemented by a lively atmosphere and a wide variety of pubs and restaurants, museums, theatres and galleries.To see for yourself what the University and surrounding area has to offer, view the virtual tourswww.southampton.ac.uk/virtualopendayand watch a film about the citywww.southampton.ac.uk/visitus/cityandregion |
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| Overview | iSolutions is the IT service of the University. It is responsible for delivering all computing facilities, data communications, audio-visual, printing and telephony services in support of all University activities. It manages the University’s extensive network infrastructure (>39000 data points and >2300 wireless access points) across the four main University campuses in Southampton and the campus in Winchester and across a large number of other sites. As the University expands overseas, iSolutions is responsible for delivering ICT services across the world in support of the University’s global activities.iSolutions provides and manages a wide variety of enterprise scale systems commodity-off-the-shelf (e.g. HR, Finance, Estates, Student Records) to bespoke and specialist (e.g. Postgraduate research tracker and electronic aassignment submissions). It manages 1500 Linux and Windows servers (~90% virtualized) and 1PB of enterprise class data storage in support of the university’s administration, learning and teaching delivery. The department delivers a world class research computing environment delivering of over 300 TFlops of computational performance, >200 applications and >2PB of data storage in support of the University’s research agenda. iSolutions delivers in excess of 1000 applications to the University’s extensive Windows, Linux and Apple Macintosh desktop and laptop estate (~10000 devices).  |
|  | With 300 staff (270 FTEs) and a turnover of £20 million, iSolutions is one of the largest service departments within the University, delivering essential capabilities to staff, visitors and students; its work underpins every aspect of learning and teaching, research and University administration. The iSolutions team has operated as a unified service since 2008, when IT activities across various areas of the University were brought into one coherent whole. It was the first major IT unification process undertaken in the UK higher education sector.Other key services provided by the iSolutions team include:* University-wide enterprise systems (Finance, Student Records, HR, Estates, CRM, Email, Web, Call Centre etc.)
* IM and Video-conferencing.
* Approximately 1,700 public access workstations
* 1000 seat virtual desktop environment
* Virtual Learning environments.
* Computer aided assessment.
* Lecture capture and streaming.
* Assistive technology for staff and students with disabilities.
* A single point of contact (ServiceLine) for all technical issues related to University provided IT facilities and resources, handling over 100,000 requests per annum.
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|  | The Position |
| **Position Title** | Director of iSolutions |
| **Location** | Southampton |
| **Reporting to:** | Prof Simon J Cox, Chief Information Officer |
| **Main Focus and Challenges** | The Director of iSolutions has responsibility for the provision of IT and computing services at the University of Southampton. They will have responsibility for new systems development, for the maintenance of existing systems and for delivering a high quality service to users. The role will report to the CIO, who has overall strategic responsibility for our information and IT along with ensuring that our IT and its associated architecture, systems and services support and enable our business. The CIO has set out to ensure that information and data is ‘accessible, useful and accurate’. Effective and efficient systems will be critical in achieving this aim. The Director of iSolutions will have responsibility across IT and IT services for creating and delivering the IT service.The university has recently refreshed its strategy and many aspects of this will be underpinned and enabled by technology. There are a significant number of legacy systems to rationalize and integrate, there will be a need to build deep relationships across the organization to gain buy-in for change and there will be a need to help define and operationalise the right strategy and supporting IT organisation. |
|  | Specific Responsibilities |
|  | * Under the direction of the CIO, develop and drive the IT and technology strategies, and provide operational oversight of delivery against requirements.
* Stakeholder management to align systems and IT services with broader organisational requirements. Create a strong partnering relationship with senior colleagues and customers based on respect, trust and shared goals.
* Deliver IT service to the agreed service levels and in a cost-effective way.
* Manage projects and programmes of work to delivering to agreed timescales, budgets and quality.
* Provide metrics and performance reporting to ensure transparency of costs and performance.
* Deliver technology related change, including the IT aspects of business change initiatives.
* Define a sourcing model, balancing what will be done in-house and what will be done through outsourcing.
* Develop business cases for investments in IT and help to prioritize investment in technology.
* Ensure that planned IT investments are backed up by sound business cases.
* Lead the IT Team developing a clear structured roadmap for delivery.
* Delivery of appropriate information technology governance, control frameworks, finance approaches and risk management.
* Negotiate and manage relationships with third parties.
* Be an effective agent of change, instrumental in moving the organisation forward towards its goals.
* Bring ideas to the business of ways in which technology can be used to provide additional business benefit.
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|  | The Person |
| **Skills & Experience** | * Demonstrable track record of success in a senior technology leadership role in a large, complex organisation.
* A sound understanding of the role of IT in a large organisation, with experience of delivering and enabling systems to integrate the business.
* Significant experience of leading complex systems implementations, including both corporate systems and digital systems.
* Significant experience of building and leading a large, effective IT organisation and managing significant budgets.
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|  | * Ability to work effectively at all levels, with the gravitas to be credible at the most senior management level and the flexibility to lead a varied team and engage with a range of stakeholders.
* A pragmatic, operational approach and a genuine desire to engage in the details when required.
* An ability to influence effectively across a broad range of business functions with a track record of supporting professional colleagues to deliver their targets.
* Expertise in negotiating with third parties and managing third party relationships.
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| **Personal Characteristics** | * Good communication skills and the confidence to build strong relationships across the university.
* Significant drive and energy and a high level of passion and commitment.
* Collegiate and collaborative, with good influencing skills.
* Performance oriented, results-driven, resilient and self-starting.
* A strong robust decision maker, able to make decisions in a proactive and timely fashion.
* Able to lead and motivate effectively.
* Practical and pragmatic – seeking optimal solutions rather than perfection.
* Strong stakeholder management skills.
* Able to communicate technical ideas in ways that non-technical people understand.
* A strong executive presence, be able to establish credibility rapidly.
* Flexibility to adapt to changing priorities and manage ambiguity.
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| Heidrick & Struggles Contacts |

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