SHAPE
OUR
SUCCESS
JOIN OUR REMARKABLE COMMUNITY
WELCOME

Thank you for your interest in the position of Director of Customer Experience within iSolutions at the University of Southampton.

Reporting directly into the CIO & Executive Director of iSolutions, the Director of Customer Experience is responsible for the leadership and management of the IT Customer Support Directorate comprising c.105 staff. This role ensures that IT delivers outstanding day to day IT support to our University community and has responsibility for a significant project portfolio, driving IT transformation in support of the University strategy.

You will be an ambitious and inspirational leader with the ability to successfully lead and grow a diverse organisation across a broad spectrum of activities. You will need to evidence significant experience of having developed customer service teams and management of IT project portfolios as well as well honed stakeholder management.

Experience within a higher education institution is not a pre-requisite and we welcome applicants from all industry sectors. What is important is the desire to build and lead a best in class Customer Service and Project team.

We care about the challenges that humanity is facing and work to support others on both a local and global scale. Join us in this work as the Director of Customer Experience, and you will have the opportunity to help us make a tangible difference to future generations.

Our Strategy, with people at its heart, encapsulates the Triple Helix of excellence that is research-education-knowledge exchange and enterprise, which makes the Southampton offer distinctive. Since the launch of our Strategy in January 2021, we have seen an increase in momentum towards our goals. We have launched significant investment projects on our campuses to develop our estate, provided more support to students and staff, and are working towards greater recognition for successes within our community.

Currently ranked 78th in the world*, we have bold ambitions to advance this position and as the Director of Customer Experience, you will be key to achieving this. We are already known as a founding member of both the UK’s prestigious Russell Group of leading research intensive universities and the Worldwide Universities Network (WUN). With campus operations in Malaysia and China, as well as major partnerships across the world, we have a global outlook that attracts the most talented staff and students from around the world.

*QS World University Rankings, 2023
Together we can make a real impact on the future.

Our University community is committed to the highest quality in everything we do. We have a global reputation for our passion and ability to work collaboratively in delivering world-class education, research and innovation that makes a real impact on society’s biggest challenges.

To meet those challenges head-on, we must have a team that is reflective of society and our students. We strive for greater inclusivity in our community. Diversity is a strength and makes us more creative, accelerating our impact on society. We celebrate an equal and respectful environment in which people from all walks of life and backgrounds are welcome to join us.

Our people inspire and empower one another to share and apply their knowledge to transform lives. They are key to what we do, and who we are. Working collaboratively and fostering a culture of transformational leadership are two of our five core values. These values form part of our University Strategy and are there to help us achieve our overall purpose and vision: to inspire excellence, to achieve the remarkable, and build an inclusive world. Find out more about our values on page six.

Our exceptional students share in the journeys of discovery and become confident thinkers who can realise their full potential. We attract high-quality students from over 130 countries, and educate students through University of Southampton Malaysia and collaborations with prestigious partners globally.

As our students become graduates of the University, they join our wider global community of over 265,000 alumni, with access to a network that can provide further opportunities across the world.

As a forward-thinking institution, we will strengthen our reputation, increasing our national and international rankings to secure a position in the top 10 in the UK and strengthen our position in the top 100 internationally.

Our strong research partnerships, public engagement and achievements in entrepreneurial activities have been recognised in our very strong all-round performance in the first and second Knowledge Exchange Framework (KEF) exercises.

Our influential research is leading the way to a sustainable future that puts the world’s most vulnerable children at the heart of policy. Craig Hutton, Professor of Sustainability Science, and his team produced the first comprehensive worldwide analysis of the climate risks to children. The Children’s Climate Risk Index (CCRI) has been supported by the Data for Children Collaborative, which includes UNICEF and Save the Children, plus a multi-university team led by the University of Southampton.

The results were presented at the UN Climate Change Conference, COP26.

Researchers at Southampton are encouraging schoolgirls to become scientists when they are older through in-person events and hands-on activities, thus reducing the gender gap in science, technology, engineering, and maths (STEM).

On 29 March 2023, a group of 15 Shirley Infant School six- and seven-year-old schoolgirls came to the University’s high-voltage lab to learn about electricity. The activities the girls engaged in involved batteries, wires, copper wire, and magnets. They were able to create circuits and learn about conductors and insulators.
People are at the core of our Triple Helix

Our highly-ranked education, research and knowledge exchange and enterprise (KEE) are already distinctively intertwined.

By strengthening and increasing these links, our Triple Helix approach will achieve greater impact and accelerate new ways to tackle the world’s most complex problems.

This scaling up is a challenging goal we commit to achieve; its reach and ambition sets us apart.

Our values in action

Our annual Vice-Chancellor’s Awards recognise and celebrate the exceptional contributions made by our staff during the academic year.

Our staff and students at Winchester School of Art collaborated with fashion designer Liang Mingyu for her sustainability sculpture, ‘Masai Mara’, as part of their ‘Itinerant Objects’ programme for Tate Exchange.

Dr Kami Zwolski, Associate Professor at International Politics, was awarded a prestigious National Teaching Fellowship in 2022 for his innovative approach to teaching.

Collaborations with prestigious partners such as Xiamen University in China, Singapore Institute of Management and Nanyang Technological University allow students to study a wide range of subjects and undertake research in an international environment.
EQUALITY, DIVERSITY AND INCLUSION

It matters to us in all that we do.

At the University of Southampton, we believe that we can only truly play our part in supporting society if we are reflective of society. We are therefore passionate about creating a working environment in which you are free to bring your whole self to work. We are focused on creating supportive workplaces for all where discrimination has no place. The way in which you choose to live your life has no bearing on your ability to do your job. Likewise, age, gender, disability, sexual orientation, religion, social background, ethnicity or any other identifying factor will never be a consideration here. Instead, we are determined to always treat our staff equally, fairly and with respect.

We welcome people from all walks of life, and as such, we champion a uniquely diverse working environment in which every colleague is able to excel, regardless of their background or their life choices. Quite simply, we want to attract like-minded people to our team – people who care about the world, and who share our passion for creating an innovative and forward-thinking learning and research environment.

We are proud to support many staff and student networks, and we encourage these groups to get involved in helping us create a forward-thinking and desirable workplace. We are a Stonewall Diversity Champion and we are immensely proud to have our institutional Athena SWAN Silver award renewed, which underpins our pledge to improve equality for women. We are also delighted to have received the Race Equality Charter bronze award from Advance HE, which recognises that we have a solid foundation for eliminating racial inequalities and developing an inclusive culture that values all staff and students.

We also support flexible working and are proud of our open and supportive working environment; with options such as job shares available, we ensure opportunities are equal and focused on the needs of our colleagues. We know that change and improvement is a continual process, and our community is a big part of this, so we always want to hear from our staff about how we can create the best possible working experience.

“As the Associate Vice-President, ED&I and Social Justice, I believe this important role is a signal of our University’s real commitment to become a more accountable and inclusive community, and to embrace a culture that reflects all students, staff and employees.”

Pascal Matthias
Associate Vice-President, ED&I and Social Justice
This is an exciting time to join the University of Southampton. While maintaining our status as a remarkable global institution for education, research and knowledge, exchange and enterprise, we continue to develop our goals by putting our people at the heart of everything we do.

Lead and direct the Customer Service Support organisation; approximately 105 staff; and a budget of £10M across the Project Management Office (PMO); Service Support; Strategic Business Partner; Business Performance Management and Continuous Improvement; and Print Centre teams to deliver day-to-day operational IT services.

Responsible for the delivery of excellent service standards and high levels of customer satisfaction, providing evidence of sustained improvements in delivery across all services.

Lead and engage with key stakeholders to deliver continuous improvement of IT Customer Service support services focused on the staff and student experience.

You will deliver and contribute to the achievement of the University strategy and related strategic plans. You will have a commitment to equality, diversity and inclusion and a passion for the personal and professional development of staff.

At the University of Southampton, we are committed to building a safe, supportive community where we can truly be ourselves. We are passionate about creating a diverse environment because we believe we can only truly meet our objectives if we reflect society. Therefore, we particularly encourage applications that will continue to strengthen the diversity of our executive management team.

We welcome applications from individuals who offer a blend of technical management knowledge and proven senior leadership experience in complex and diverse organisations. The successful candidate will share our values, vision, and commitment to excellence in all we do, with an ability to engage, motivate and lead others.

How to apply
For a conversation in confidence or details of how to apply, please contact
Mal Allerton
CIO & Executive Director of iSolutions
M.Allerton@soton.ac.uk

The closing date for receipt of applications is midnight (GMT) on 28th July.

Shortlisted candidates will be invited to attend a panel interview and stakeholder engagement session, which will be held in person at Highfield Campus.

The University is continuously reviewing and improving its estate to provide the best experience and value for money for its students. One of our future major estates projects is the expansion of our halls of residence to cater for more students across all years of study. This will help students financially in an environment where real estate prices and renting costs are escalating.
**ROLE OF THE DIRECTOR OF CUSTOMER EXPERIENCE**

**Job purpose**
To direct the delivery of IT Customer Service support services and IT project services across the University community and lead the design, delivery and implementation of the IT and technology strategies, ensuring services are fit-for-purpose and aligned to the University strategy.

**Key accountabilities/primary responsibilities**
- Lead and direct the Customer Service Support organisation, approximately 105 staff, and a budget of £10M across the Project Management Office (PMO), Service Support, Strategic Business Partner, Business Performance Management and Continuous Improvement, and Print Centre teams to deliver day-to-day operational IT services.
- Responsible for the delivery of excellent service standards and high levels of customer satisfaction, providing evidence of sustained improvements in delivery across all services. Lead and engage with key stakeholders to deliver continuous improvement of IT Customer Service support services focused on the staff and student experience.
- Ensure policy and processes are delivered within service level agreements, in the most efficient, cost-effective way and compliant with University policy.
- Take a lead role in the design, delivery and implementation of the Customer Experience IT Strategy, in alignment with the University’s strategy. Responsible for translating the IT strategy into an operational business plan, setting objectives for staff and planning activities in the medium to long term to improve service standards, efficiency and sustainability.
- Lead in the engagement and communications required to support the implementation of the strategy, create a strong partnering relationship with key stakeholders, ensuring the needs of the organisation are met and expectations are managed appropriately.
- Lead and direct a portfolio of short, medium and long-term projects managed by the Project Management Office. Analyse and interpret performance data and IT metrics to inform decision making (as a member of the leadership team) deciding which projects are in and out of scope.
- Ensure accountability for IT Customer Service projects, ensure project teams work collaboratively, resolving conflict and removing blockages where necessary, ensuring work is delivered to a high standard, within budget and to agreed timescales and establish an IT governance framework to ensure effective risk management and control.
- Lead and direct the Customer Service Support organisation, approximately 105 staff, and a budget of £10M across the Project Management Office (PMO), Service Support, Strategic Business Partner, Business Performance Management and Continuous Improvement, and Print Centre teams to deliver day-to-day operational IT services.
- Responsible for the delivery of excellent service standards and high levels of customer satisfaction, providing evidence of sustained improvements in delivery across all services. Lead and engage with key stakeholders to deliver continuous improvement of IT Customer Service support services focused on the staff and student experience.
- Ensure policy and processes are delivered within service level agreements, in the most efficient, cost-effective way and compliant with University policy.
- Take a lead role in the design, delivery and implementation of the Customer Experience IT Strategy, in alignment with the University’s strategy. Responsible for translating the IT strategy into an operational business plan, setting objectives for staff and planning activities in the medium to long term to improve service standards, efficiency and sustainability.
- Lead in the engagement and communications required to support the implementation of the strategy, create a strong partnering relationship with key stakeholders, ensuring the needs of the organisation are met and expectations are managed appropriately.
- Lead and direct a portfolio of short, medium and long-term projects managed by the Project Management Office. Analyse and interpret performance data and IT metrics to inform decision making (as a member of the leadership team) deciding which projects are in and out of scope.
- Ensure accountability for IT Customer Service projects, ensure project teams work collaboratively, resolving conflict and removing blockages where necessary, ensuring work is delivered to a high standard, within budget and to agreed timescales and establish an IT governance framework to ensure effective risk management and control.
- Develop a Senior Management Team focused on the customer (staff and student) experience and capable of innovative thinking, continuous improvement and ensuring sustainability through succession planning.
- Develop a range of Key Performance Indicators (KPI) and benchmarks against which improvements in the service can be measured and objectives for the team established.
- Improve staff capability and organisational capacity in a fast-changing environment through effective line management and communication seeking to positively change staff behaviours and legacy culture.
- Overall responsibility for compliance with University policy for people management, finance, procurement, statutory obligations, health and safety regulations, business continuity and environmental sustainability.
- Effective stakeholder management to develop and maintain close working relationships with key stakeholders, internally and externally.
- Develop an internal engagement and communication strategy to support the delivery and implementation of IT Service. Engage with senior stakeholders to understand business needs and how these translate to IT strategy, 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.
- Senior representative of iSolutions at a range of University-wide committees and stakeholder engagement meetings.
- Responsible for managing the IT Customer Service budget of £10M, ensuring financial targets (income and cost), operational objectives and customer satisfaction targets are met through the control and utilisation of all resources. Contributes to the annual budget planning and preparation process.
- Any other duties as allocated by the line manager following consultation with the post holder.

**Internal and external relationships**
- Colleagues from across iSolutions, Executive Director, senior managers and team members.
- Professional Services colleagues, Executive Directors, Directors, Senior Managers from Student Experience, HR, Finance, Health and Safety, Legal, HR, Estates and Facilities.
- Vice-Chancellor’s office, Vice-Chancellor, Vice- Presidents.
- Faculty Management, Deans, Heads of Schools, Associate Deans, Faculty Administration Teams.
- Third party providers/suppliers.
Qualifications, knowledge and experience

Essential
- Experience of leading a large customer service organisation.
- Proven leadership experience in a range of complex, demanding and influential roles.
- Proven experience of business, strategic and project planning.
- Proven track record of delivering service excellence within a similar or commercial environment.
- High Level of IT literacy and experience of using business applications.
- Proven track-record of exemplary communication skills, engagement in change initiatives and influencing skills.
- Able to apply the principles of change management and organisational culture, with proven ability to successfully implement change.
- Experience of managing and controlling budgets/resources and a working knowledge of financial management procedures.

Desirable
- Demonstrate commitment to maintaining professional knowledge and awareness through continuing personal and professional development.

Expected Behaviours

Essential
- Able to apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.
- As a Line Manager, role model the Southampton Behaviours and work with the management team to embed them as a way of working within the Department.

Planning and Organising

Essential
- Able to develop a long-term planning process aligned to the University’s IT strategy. Able to re-prioritise both own and teams’ workloads in a fast-moving environment.
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- Able to plan appropriate methods of communication with key stakeholders, and others, as required.
- Able to set and deliver appropriate and measurable long, medium and short-term goals in the form of an Action Plan.
- Able to delegate work activities and responsibilities to deliver strategic plans.

Problem solving and initiative

Essential
- Able to identify broad trends to assess deep-rooted and complex issues.
- Able to apply originality in modifying existing approaches to solve problems.
- Able to develop innovative solutions and practical implementations for strategic change and continuous improvement focussed on the student and staff experience.
- Self-sufficient, capable of target setting and monitoring, actively seeking information from internal or external sources as required.
- Able to benchmark against best practice and initiate change.
- Able to make judgements on significant new problems where precedent may not apply.
- Able to implement successful change management initiatives and formulate strategic plans that reflect and support the priority needs of the University.

Management and teamwork

Essential
- Able to demonstrate leadership and to raise performance standards throughout own work areas.
- Able to create an environment of forward thinking, innovation and collegiate working.
- Able to review individual and team progress and manage performance to produce measurable results.
- Able to proactively manage team dynamics, ensuring any potential for conflict is managed effectively.
- Able to provide expert guidance and advice to colleagues to resolve complex problems.
- Able to recognise and resolve challenges or obstacles as they arise so that teams can deliver.
- Experience of managing a large and complex team, evidence of collaborative yet robust management style.
- Able to work proactively with senior managers across the University to achieve short-term and long-term deliverables.
- Must be a team player able to work collaboratively with others to disseminate and share knowledge and information.

Communicating and influencing

Essential
- Able to establish and build major relationships with internal and external key stakeholders.
- Able to use influence to develop positions or strategies.
- Excellent communication and presentation skills, written and verbal communication skills with the ability to communicate confidently at all levels.
- Able to persuade, influence and collaborate with a broad range of people with different backgrounds and expertise in order to foster and maintain relationships.
- Able to negotiate and influence effectively on behalf of the Residences Service, both internally and externally.
- Able to receive, understand and convey complex theoretical ideas or information and transform them into accessible implementation plans.

Other skills and behaviours

Essential
- Ability to lead and manage change through an organisation.
- Role model our Southampton Behaviours

Special requirements

Essential
- The post holder is expected to work flexibly to manage and lead a service that may operate 24/7.
We are very excited to be investing over £40m in our sports facilities.

The new building has been designed to be inclusive to all potential users, to connect to the outdoors, increase natural light, and to help meet our Low Carbon Target. The new sports facility is due to be open to users in 2024.

Southampton is ranked 78th in the world.

We attract high-quality students from over 130 countries.

92% of our research has been classed as world leading or internationally excellent.

A founding member of the Russell Group of 24 major research-intensive universities in the UK.

Overall student satisfaction at Southampton is significantly ahead of the sector and is a strong performance against our competitor set, the Russell Group, and the sector.

Our income exceeded £673m in the 2021/22 financial year.

24,000 students, including more than 9,000 international students.

We have over 265,000 alumni community spans over 190 countries.


Our sports facility is due to be open to users in 2024.

Very strong performance in the first KEF exercise.

Over the next decade, we plan to invest over £300m in our infrastructure and facilities.

At any one time we are working with over 1,000 external organisations around the globe.

1. QS World University Rankings, 2023
3. Research Excellence Framework, 2021
4. National Student Survey (NSS), 2022
5. The Complete University Guide, 2024
6. Performing at or above the cluster average across every perspective
7. The economic and social impact of the University of Southampton, London Economics, 2020
We have five campuses in Southampton, one in Winchester and one in Malaysia. Each has its own personality, world-leading facilities and specialisms.

**Highfield Campus**
Our main campus, Highfield, is the largest of our campuses, and the heart of the University. It is home to many of our state-of-the-art research and teaching facilities, and combines a lively and exciting atmosphere with calm, green surroundings.

With cafes, shops, concert halls, gyms and even a student cinema alongside academic facilities, Highfield is a hub of activity. This is also where we are planning significant improvements to our student sports facilities, including a major expansion of the popular Jubilee Sports Centre.

**University Hospital Southampton NHS Foundation Trust (UHS)**
UHS is the main site for the study of medicine and healthcare. It hosts a purpose-built research hub, and is also home to the University's dedicated Centre for Cancer Immunology – the first of its kind in the UK. This site will soon see the development of a new medical health research building.

**Boldrewood Innovation Campus**
Boldrewood is the base for engineering studies and research. Facilities include laboratories for studying unmanned aerial vehicles (UAVs), fluid dynamics and high-performance sports, a driving simulator, flight simulators, design studios, a 138m towing tank and our £48m National Infrastructure Laboratory (NIL). The NIL houses five new engineering laboratories, including a 30m x 15m large structures testing laboratory and a cutting-edge geotechnical centrifuge.

**National Oceanography Centre Southampton (NOCS)**
Our unique waterfront campus, based at NOCS, is one of the world’s leading research centres for the study of ocean and Earth science, with facilities including the Coral Reef Laboratory, a multi-use research aquarium, our 19.75m purpose-built catamaran and the National Oceanographic Library.

With 200m of access to the waterfront, the campus is also the operational base for the Natural Environment Research Council’s (NERC) UK fleet of deep-sea research vessels, giving us unique access to research cruises all over the world.

**Avenue Campus**
Just a few minutes’ walk from Highfield, and on the edge of Southampton Common, Avenue Campus is the base for our humanities subjects. Avenue has its own lecture theatres and catering facilities, plus a purpose-built £3m archaeology building and a new interactive digital humanities hub.

**Southampton city centre**
In the heart of the Cultural Quarter in the city centre, our Sir James Matthews Building offers updated teaching and learning spaces alongside facilities for meeting local and regional civic partners. The building also includes a student enterprise zone and an artisan cafe.

A short walk across Guildhall Square from the Sir James Matthews Building is the University’s John Hansard Gallery, one of the UK’s leading contemporary art galleries, which plays a dynamic role in the cultural life of Southampton and the region.

Located next to both our Sir James Matthews Building and the John Hansard Gallery, you will find the offices used by iSolutions, at 1 Guildhall Square. The role of Director of Customer Experience will primarily be based here. Our offices on the fourth floor are bright and open plan, with flexible desk spaces, collaboration areas and private meeting rooms available. We also provide a variety of social spaces for our staff, including a large kitchen and break space with football table and access to outdoor seating on the balcony.

**Winchester School of Art (WSA)**
Based in the historic city of Winchester, our specialist arts campus is home to a vibrant community of over 1,300 art and design students. With creative ambition at its core, WSA offers cutting-edge resources and facilities including specialist computer suites, photography studios, laser cutting, 3D printing and more.

The University is planning to expand its presence in Winchester, with an exciting opportunity from Winchester City Council.

**University of Southampton Malaysia**
In 2021, we relocated our campus in Malaysia to a brand new estate with state-of-the-art laboratories, upgraded facilities, and improved learning and recreational spaces.
Our foundations and heritage make the University a gateway to the world and our Strategy emphasises our commitment to ‘place’ and being a civic university. We are deeply committed to Southampton as a city of culture and across the region will further develop our civic role of making a positive impact.

Being a civic university allows us to rethink how we contribute to our region, so that civic engagement can become hardwired into institutional culture.

Articulation of the benefit the University brings to the region through the productive relationships we have with local and regional government, will help mobilise a community of supporters to benefit all communities. Over 50% of our UK-based alumni (over 80,000 people) live within 50 miles of the University alongside ‘friends’ who support us philanthropically and through collaboration.

Underpinned by the four pillars of the Civic Charter – Place, People, Partnerships and Impact – we will work together with our friends and civic partnerships to improve the lives and environment of people across diverse communities in a just and responsible way. The University will become a truly integrated part of its local communities.

Southampton
Southampton is a fantastic place in which to live, work and socialise. Regardless of what life stage you are at, you will find a dynamic and vibrant city that caters for all. With an enviable location on the coast, yet just over an hour from London, the region combines incredible natural beauty with a thriving social scene – making it a desirable place to live! As an ethnically rich city that is growing rapidly, Southampton is benefitting from considerable investments in the region.

The city centre is currently thriving thanks to over £600m of regeneration plans and projects, including the historic Bargate Quarter, with new hotels, homes and transport links. This is a city of growth and transformation, and it is an exciting time to be here.

There is something for everyone in Southampton and the surrounding areas. For outdoor enthusiasts, water sports, sailing and ocean racing are easily available, while the beautiful New Forest National Park is just 30 minutes away. With many excellent local schools and nurseries, families will find a fantastic quality of life, while there’s a thriving LGBTQ+ social scene. Multiple faiths are celebrated in the city, and the rich cultural heritage of Winchester is just on our doorstep.

Winchester
On the edge of the South Downs National Park, England’s ancient capital, Winchester, is steeped in history and is complemented by a lively atmosphere and a wide variety of pubs and restaurants, museums, theatres and galleries. With direct rail links to London, our Winchester School of Art campus is one of the UK’s leading art and design institutions.

THE UNIVERSITY AND ITS REGION

The University’s core purpose and vision is to inspire excellence to achieve the remarkable and build an inclusive world, and our partners in the city play a vital role in helping us in this.

*Good Growth for Cities Index, January 2021, DEMOS-PwC.