



## Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

**Job title:** Director of Technology Operations

**Department/Division:** Data & Technology Services      **Accountable to:** CIO

### Job Summary

Accountable and responsible for delivery of high quality, reliable technology services to the business, built on the outputs and deliverables of the Solutions Team and programmes across the organisation, while improving quality and efficiency through external comparison and with an unrelenting focus on continuous improvement. Responsible for overseeing the creation and measurement of an agreed service catalogue covering the provision of all Technology services to the School, through both in-house, devolved IT and 3rd party providers, to enable cost effective, seamless support to our colleagues across the school.

This is an exciting role working with the leadership in the Data and Technology team to implement a new operating model including structure, culture and governance.

### Duties and Responsibilities

#### Leadership

- Play a full and collegiate role in the leadership and management of the department; deputise for the CIO and other Leadership team members as appropriate

#### Service Delivery

- Implementing market led changes to operations with support from the architecture team to ensure all services are optimised to the benefit of the service user and add value: ensuring our services keep pace with the market.
- Responsible for engaging with Departments and Divisions across LSE to manage quality and delivery of services including owning and supporting our academic cluster partners (account managers), ensuring a clear line of escalation and support to drive effective service delivery
- Accountable for the 1<sup>st</sup> line of defence responsibility for security of the operation and driving forward 'privacy and security by design' in all services.
- Creation of and Chair of the LSE Wide Technology Operational Risk Committee to ensure that all technology services are adequately risk managed.
- Lead and motivate the Technology Operations function, including developing and delivering objectives and plans and managing the IS services we are accountable for:



- Development and delivery of a service catalogue that delivers on business needs and preferences and delivers the vision for services, including the definition and delivery of Service Lines
- Creation and Chairing of Service Line Owners Forum to promote best practice on the delivery of technology and data services across the LSE
- Delivery of high performance, high quality, reliable IS services
- Delivery that represents good value to the business, ease of use with transparency of costs for the end-to-end services,
- Delivery of global services spanning students, Academics and Staff and including services that support teaching and research
- Delivery of industry standard, enterprise class and optimised processes covering all areas of Service Management and Service Delivery
- Delivery of supplier management including performance management, contracts and commercials
- Run an effective apprenticeship scheme for the function focusing on accessibility, customer engagement and support
- Responsible for managing all development and test environments to support Solutions work – optimise set up of development environments, minimising human error and increasing pace.
- Promote best practice, efficiency and continuous service improvement across operations function and influence and support Business Led Technology and local support functions to do the same.
- Responsible for preparation and management control of the budget for the Technology Operations Function
- Drive optimisation and efficiency whilst maintaining enterprise class services and ensuring services have considered sustainability and environmental issues.
- Responsible for liaising with 3rd party vendors to deliver results within Technology Operations, in line with sourcing strategy for IS services
- Development of clear sourcing strategy for services, taking into account the rise of cloud services
- Ensure organisational design and culture of the team supports the changing needs of the LSE
- Promoting accessibility in the delivery of our services to promote better working practices and tools for all

### **Flexibility**

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the demands of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

### **Equity, Diversity and Inclusion (EDI)**

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

### **Ethics Code**

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)



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**Environmental Sustainability**

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.