1. JOB DETAILS

Job Title          Head of Information, Communication Technology (ICT)
Department/Faculty ICT
Location          Royal Academy of Music
Responsible to    Secretary & Registrar
Responsible for   ICT Infrastructure Manager
                  ICT Projects Manager
                  ICT Service Desk
Internal/external contacts
                  Senior Management, Heads of Departments, teaching and
                  administrative staff, students and regular contact with external
                  suppliers

2. PURPOSE OF THE JOB

The Head of ICT will manage the Academy’s IT Department. Working with the Senior
Management Team and the Academy’s Technology Committee, the Head of ICT will have a
strategic input into ICT planning, budgets and projects, together with responsibility for
delivery of a high quality ICT service to staff and students.

3. KEY ACCOUNTABILITIES

The accountabilities of this role can be grouped into three main areas:

1. Technology management and professional input

   • To play an active role in shaping the strategic direction of the Academy’s
technology initiatives (in line with institutional strategy) through contributing
professionally to a variety of initiatives, new developments and projects, in order
that the Academy successfully plans and executes key projects and deliverable on
time and to budget.

   • To build and maintain constructive relationships with Heads of Departments and
Managers at all levels, in order to provide them with high quality, well-supported
technology that needs their business needs and supports their business processes.

   • To manage the ICT budget, to produce budgetary proposals as part of the annual
planning round, and to report on expenditure periodically to the Technology
Committee through annual monitoring reports.
• To develop and monitor the Academy’s ICT policies and procedures within the remit of the Technology Committee and to maintain security and data protection in accordance with sectoral best practice.

• To liaise with the Senior Management Team concerning the timely delivery of projects, and ensuring that accurate returns and reports on project progress are delivered.

• To ensure that appropriate measures are taken to secure and backup all systems and data; to develop and implement any plans, systems and measures necessary to support business continuity and to ensure that the Academy’s disaster recovery strategy is up-to-date and deliverable.

2. Project development and delivery

• To provide project management support of key projects, working with external suppliers and partners and with relevant Academy colleagues to effect timely and cost-effective project delivery.

• To manage all ICT projects, ensuring that they are delivered to required standards and on time in order to provide high quality ICT systems and services.

• To ensure that Academy ICT and its support remains current, secure, well-managed and documented to the standard required by the Academy.

• To maintain up-to-date knowledge of developments in the ICT marketplace and within the Higher and Further Education sectors and use this knowledge to support the longer term strategic development of Academy systems.

3. Staff leadership and department management

• To manage the personnel of the ICT Department, conducting annual staff appraisals of all departmental staff, ensuring that any training and development needs within the department are swiftly identified and actioned, and to ensure that all members of the ICT Department are aware of both strategic and operational goals, their accountabilities, and that that individuals are provided with feedback and development opportunities as appropriate.

• To maintain the highest standards of security and data protection, keeping up-to-date with all relevant legislation and regulation and ensuring that the ICT team and Academy Senior Management Team fully understand the implication and their legal obligations.

• To ensure that the ICT Department maintains accurate and up-to-date records and documentation in the required format, so that these can be readily used to support day-to-day operations, disaster recovery and business continuity.

• To be able to carry out third-line hands-on infrastructure support, where required.

• It is also expected that the Head of ICT will carry out any other duties that are within the scope, spirit and purpose of the role, as required.
4. Systems maintenance
- To oversee the maintenance and development of the technical platform of the Academy’s intranet, and to liaise with the Marketing & Communications Manager in all technical aspects of the maintenance and development of the Academy’s website.
- To liaise with relevant staff in the maintenance and development of all ICT based business support systems.
- To keep up to date with developments relating to the Academy’s core business software to identify potential risks and opportunities relating to Academy business practices and where appropriate make recommendations for future adoption of new systems.
- To liaise with the Senior Management Team on the maintenance and development of the Academy’s ICT infrastructure, including storage capacity, Disaster Recovery and other ICT related risks.

4. NATURE & SCOPE

The Royal Academy of Music is a Registered Charity and also a Higher Education institution. It has a long history and international reputation as a conservatoire of the highest standard and attracts students and staff from over 50 countries. Currently the student population is 800 and there are over 600 members of staff.

The ICT estate currently comprises 50 servers, 250 desktop PCs, 45 laptops, 40 Apple Macs, a wireless network, email, CRM, finance and ERP systems and student facing technology.

The Academy’s ICT Department provides the full spectrum of ICT-based services expected within a modern, world-leading university, and the scope of the work is wide and challenging. This not only reflects the basic day-to-day ICT function but also reflects the technological needs of a specialist institution within the Higher Education sector.

5. KNOWLEDGE/SKILLS/PROFESSIONAL REQUIREMENTS
- Previous hands-on experience of managing a complex virtualised server environment.
- Microsoft and/or VMware certification.
- Experience of management of suppliers and partners and operation under public sector procurement processes.
- Experience of managing budgets.
- Experience of development of or contribution to ICT strategies.
- Experience of Apple technologies within a professional environment.
- Knowledge of managing a service or help desk with service levels; experience of working to ITIL standards.
- Experience or accreditation in structured project management methodologies such as Prince II.
- Knowledge of Microsoft Sharepoint and experience of its implementation.
- Good interpersonal skills to communicate effectively with a wide range of people.
• Able to work effectively as part of a team and with other Academy teams.
• Self-motivated and able to prioritise own workload to meet deadlines and colleagues’ expectations.
• Flexible, with a positive attitude and a willingness to learn new skills.

6. GENERAL

1. This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the postholder.

2. All employees have a duty to comply with the Academy’s published policies and procedures and at all times work within the spirit and scope of the Academy Equality and Diversity Policy.
# PERSON SPECIFICATION

**Job Title**  
Head of ICT

**Grade**  
8

**Department**  
ICT

**Date**  
May 2015

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
</tr>
</thead>
</table>
| Skills/knowledge/competencies   | Operational skills across the full spectrum of ICT processes and best practice.  
Knowledge of current and future ICT market developments.  
Project management and delivery skills.  
Expert use of desktop technology (Microsoft Office, etc). | Knowledge of creative/music technologies.  
Accreditation for Prince II project management methodologies. |
| Experience                      | Substantial experience working in a complex ICT organisation.  
Previous experience managing the day-to-day ICT service delivery and support under public sector procurement processes.  
Experience of managing budgets.  
Experience of leading, managing and developing a team.  
Experience of managing a complex Microsoft server-based environment.  
Experience of contribution to or development of ICT strategies.  
Experience of the use of Sharepoint technologies. | Experience of Apple-based server and desktop technologies.  
Experience or formal qualification in ITIL.  
Print 2 project management certification.  
Familiarity with the technologies relevant to the Academy’s operations. |
| Qualifications/Training         | Formal training on administration of Microsoft servers. | MCSA or MCSE qualification of CITP status.  
VMware. |
| Personality/Characteristics     | Highly developed interpersonal and influencing skills, and able to work effectively with people at all levels.  
Well developed management skills and able to lead and develop others.  
High levels of credibility, honesty and integrity.  
Well developed abilities of negotiating and successfully managing complex relationships |  |
| with internal and external customers and third party supplier relationship management. | Excellent communicator with the ability to communicate to both technical and non-technical team members. |