Queen's University Belfast

Appointment of Director of Information Services

Candidate Information

May 2017

WELCOME

As Vice-Chancellor of Queen's University Belfast, I am delighted you are interested in the position of Director of Information Services.

This is an exciting time for Queen's. The University is on a transformational journey and, over the last decade, has travelled a significant distance towards its goals. The unique and positive impact of Queen's locally, nationally and globally is well recognised and evidenced through our key achievements. Queen's is among the top one per cent of global universities and is a UK top ten research-intensive university.

It is because of these successes that we are able to plan with even more ambition for the future. Vision 2020 marks the beginning of the next phase in our development as a world class university, and provides the framework and context for our new Corporate Plan.
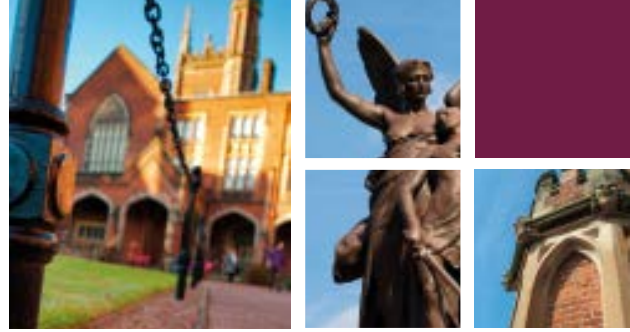
This is a university with an exciting future and, by working together to realise our ambitions, we will ensure that we achieve much more. If you share our vision and have the experience, skills and passion we are looking for, I encourage you to apply and to join us on our exciting journey.

Professor Patrick Johnston
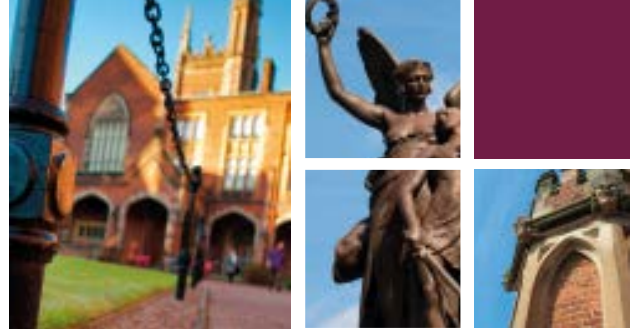President and Vice-Chancellor

RECENT ACHIEVEMENTS

- Top 1 per cent of universities in the world

- A UK top ten research-intensive university (REF 2014)

- 26 of the 28 subject areas submitted to REF 2014 were ranked in the UK top 20 for research intensity

- 20th most international university in the world 2015 (Times Higher Education)

- One of only seven universities in the UK to hold an Athena SWAN Silver Institutional Award

- Six Queen's Anniversary Prize Awards, the most recent for the Centre for Secure Information Technologies in February 2016

- Five consecutive Times Higher Education Awards, including:

  – University Fundraising Team of the Year (2012)
  – Engineering Research Team of the Year (2010)
  – Entrepreneurial University of the Year (2009)

- 94 per cent of our graduates are in employment or further study six months after graduation

- Queen's is first for Intellectual Property income generation (with revenue figures surpassing all other institutions outside the top ten combined) (2014-15 HEBCIS Data)

- 17 Queen's subjects in the UK top 20 (Complete University Guide 2015)

- Awarded £32m in 2012 under the UK Research Partnership Investment Fund to establish a Centre for Experimental Medicine

- Institute for Global Food Security established in 2013

- William J Clinton Leadership Institute at Riddel Hall established in 2012

- Research in Ionic Liquid Chemistry named "Most Important British Innovation of the 21st Century" in the Science Museum's Initiative on Great British Innovations

- Ranked first in the UK for number of KTPs and has also received the highest number of National Awards

- The McClay Library, which opened in 2009 at a cost of £40m, attracts 10,000 student visits per day at peak times.

- In 2013 the McClay Library won the SCONUL national award for its outstanding architectural design and facilities.

- In the National Student Survey 2016, Learning Resources at Queen's scored a 93% satisfaction rating from students.

- Recent achievements include:

  – Successful completion of a £1.93m Wireless Campus project
  – Major investment in new infrastructure to support research data management
  – Achievement of Customer Service Excellence accreditation by the Library Service

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EXECUTIVE SUMMARY

Queen's is one of the leading universities in the UK and Ireland, with a distinguished heritage and history. With an annual turnover in excess of £300m, over 23,000 students and 3,700 staff, Queen's plays a unique leadership role in Northern Ireland. As a member of the Russell Group of UK research-intensive universities, Queen's combines excellence in research and education with a student centred ethos.

In March 2014, Professor Patrick Johnston took up the position of President and Vice-Chancellor. Under his leadership, the University has developed Vision 2020 which was approved by Senate in October 2014. The vision for Queen's is the development of a world class international university that supports outstanding students and staff, working in world class facilities, conducting leading-edge education and research, focused on the needs of society.

An exciting opportunity has now arisen for an outstanding individual to join the University's senior management team. As a world class international university, focused on the needs of society, the Director of Information Services will play an important leadership role in the delivery of Vision 2020.

The successful candidate will develop and implement an ambitious and dynamic Information Services Strategy. S/he will have a proven record of successful leadership through transformational change within the broad field of Information Services, pro-actively spearheading the successful implementation of complex information services solutions and projects with institutional reach. Substantial experience of relevant leadership and management of people, teams, performance and resources in a large, complex public or private sector organisation, is essential. A capacity to engage with a wide range of stakeholders, along with high level officials from a range of government, statutory and academic bodies, will be critical. An understanding and appreciation of the University's ethos and culture will also be important, together with the ability to demonstrate application of the best information services practices from other cultures to a university environment.

OUR VISION AND STRATEGIC OBJECTIVES

The Vision for Queen's is to be a world class **international** university that **supports outstanding students and staff,** working in world class facilities, conducting leading-edge education and research, **focused on the needs of society.**

The Corporate Plan for 2016-21 provides a roadmap for Queen's to build on its reputation as an internationally recognised university, conducting leading edge education and research, focused on the needs of society. The Plan is underpinned by the University's Core Values and focuses on three strategic priority areas – Education and Students; Research; and Innovation and Impact.

In October 2014, Vision 2020 was approved by Senate and marked the beginning of a new phase in Queen's journey. Underpinning Vision 2020 is the development of an ambitious culture that seeks to embrace collective leadership, innovation, transparency and an adaptive approach to change.
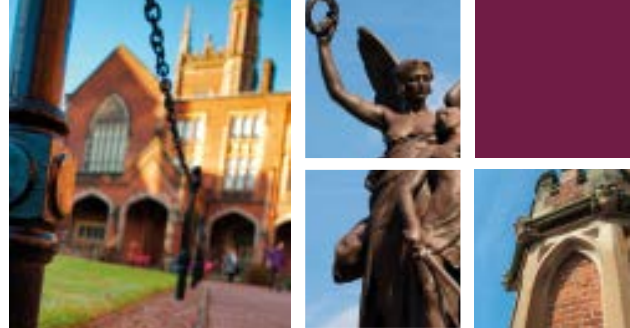
Our Vision is shaped by a number of principles:

- Developing a culture of integrated, empowered and enabled leadership

- Becoming more financially independent and growing in key priority areas, including research income and postgraduate and international student numbers

- Developing and implementing Academic Standards that align with Vision 2020

- Creating empowered and accountable Faculties

- Facilitating and enabling interdisciplinary and a collaborative approach to delivery

- Creating a Graduate School and growing a strong and vibrant post doctoral community

- Enhancing our positive impact on society

This Vision has been captured within the new Corporate Plan for the period 2016 to 2021.

INVESTING IN EXCELLENCE

Financial stability underpins the work of the University as it moves forward with implementation of its new Corporate Plan, embracing the ambition of Vision 2020. Queen's had a successful year in 2014-15 with a surplus generated of £40.6m and net assets at 31 July 2015 of £607.1m. Performance in 2015-16, which is currently being finalised, has also been strong.

The University is well positioned to meet the challenges currently facing the sector. Its primary financial objective is to generate surpluses sufficient to sustain its ongoing activities and to maintain the necessary investment in its estate and associated infrastructure.

It has a successful track record in delivering against this objective and is financially one of the strongest in the UK, with a broad range of income streams from public and private sources. The University continues to invest in its staff, students and infrastructure through

Vision 2020. A summary of the University's consolidated income and expenditure position is set out in the table below.

	2012-13 £m	2013-14 £m	2014-15 £m
Income Expenditure	286.1 (274.7)	298.4 (283.5)	312.6 (298.2)
Surplus before taxation	11.4	14.9	14.4
Exceptional income	–	–	27.2
Taxation and other charges	(0.7)	(0.8)	(1.0)
Surplus retained in general funds	10.7	14.1	40.6

£1BN

QUEEN'S HAS AN ANNUAL BUDGET OF £300M. OUR TOTAL IMPACT ON THE LOCAL ECONOMY IS £1BN ANNUALLY

QUEEN'S UNIVERSITY: LINKING NORTHERN IRELAND TO A GLOBAL COMMUNITY

The successful candidate will join a university that has a rich and distinguished heritage and holds a special place in the history of education, research and innovation.

Queen's is a dynamic and diverse institution with over 600 international staff, from more than 75 different countries, engaged in a variety of roles across the campus.

The University was established in 1845 as part of the federal Queen's University of Ireland with Colleges in Belfast, Galway and Cork, and was awarded independent degree awarding powers in 1908 when it became a university in its own right. It is one of the oldest universities in the UK: only nine can claim longer lineage.

Today, Queen's is a dynamic, innovative 21st century institution, a member of the Russell Group of the UK's 24 leading research-intensive universities, educating students for the modern world and making a difference to people's lives. This was externally validated in 2012 when we received, from Her Majesty the Queen, the Diamond Jubilee Queen's Anniversary Prize for our leadership of the Northern Ireland Comprehensive Cancer Services Programme. This was the fifth Queen's Anniversary Prize secured by the University, the others being for Green Chemistry, Environmental Research, Palaeoecology and Law.

The University was awarded its sixth Queen's Anniversary Prize on 25 February 2016 for ground breaking cyber security work at the University's Centre for Secure Information Technologies.

Five prestigious Times Higher Education Awards further recognise the University's contribution to society. These accolades reflect Queen's spirit of innovation and invention.

From new treatments for life-threatening diseases to protecting the lives and livelihoods of some of the poorest people on the planet, the University's research impacts on society around the globe. Its technology will provide arsenic-free drinking water for over 70 million people in South-East Asia, while the Queen's-led programme for the improvement of cancer services in Northern Ireland has resulted in the creation of a comprehensive cancer centre and significantly improved rates of cancer survival.

Queen's work in green chemistry, in partnership with Fortune 500 company Petronas, is revolutionising the chemical processing industry around the world. In the arts, the Seamus Heaney Centre for Poetry, home to many leading contemporary poets, underpins the University's reputation as a world literary force.

Global networks are critical to Queen's future success. Its researchers work closely with universities around the world and the University is committed to enhancing these links still further.

Amongst its dynamic partnerships are academic links with leading institutions in India, Malaysia, and the Americas. Queen's has recently established China Medical College - Queen's University Joint College (CQC), a joint venture to deliver cutting-edge education in Pharmaceutical Sciences, based in Shenyang. Queen's is also working, in partnership with Dubai Healthcare City (DHCC), the world's largest healthcare free zone, to develop the Mohammed Bin Rashid University of Medicine and Health Sciences (MBR-UMHS) and its College of Medicine.

Entrepreneurship is the lifeblood of Queen's. More than 60 businesses have emanated from the University's cutting-edge research, generating over 1,500 high-value jobs. Queen's is ranked No.1 in the UK for its participation in Knowledge Transfer Partnerships, which enables small and medium sized enterprises to access the skills and expertise within academic institutions. We are also first for commercialisation and IP income generation across the UK.

Our students, recruited from more than 80 countries, create an environment in which enterprise can flourish, and Queen's graduates are much sought after by all employers, including blue-chip companies and firms in the City of London.

Our annual impact on the Northern Ireland economy is £1bn and our impact on society is immeasurable. Our researchers address global challenges, whilst our students gain the skills which are necessary to underpin future economic growth.

Our graduates are role models at home and ambassadors for Northern Ireland abroad. Among our alumni we number two Nobel laureates – the politician David Trimble and the late poet, Seamus Heaney. Both also served as members of staff. We are also proud of our Queen's graduate John Stewart Bell, widely regarded as one of the most influential scientists of the twentieth century. The former Irish President, Mary McAleese, was a Queen's Pro-Vice-Chancellor when she was elected to office.

£350M

OVER THE PAST TEN YEARS, QUEEN'S HAS INVESTED £350M IN ITS CAMPUS, GENERATED 7,000 CONSTRUCTION-RELATED JOBS AND PUT £1BN INTO THE WIDER ECONOMY

QUEEN'S AND NORTHERN IRELAND

Belfast is the capital of Northern Ireland and is one of Europe's most friendly and fashionable regional cities. Described by Lonely Planet as a 'must-see visitor destination', it was also voted one of the world's top 10 destinations by National Geographic Traveller in 2012.

Northern Ireland is renowned for its beautiful beaches and coastal scenery, including the Giant's Causeway, a World Heritage site. It has a fascinating history and cultural heritage and prides itself on many 'firsts', including having built the Titanic.

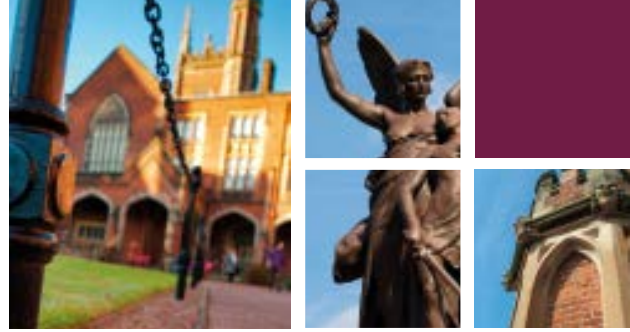Many visitors to Northern Ireland have chosen to make the region their home.

People from all over the world are now making an important contribution to life here – in medicine, business, industry, and education.

Travelling to and from Northern Ireland is both easy and economical. Most major British cities are within an hour's flying time from Belfast's two regional airports, which are both easily accessible from the University. These airports provide flights from many locations in the UK and mainland Europe as well as North America.

Belfast has regular ferry services from Scotland and England, and Dublin is just a two-hour train journey away.

Queen's University is proud to be a driving force in Northern Ireland's cultural, artistic and economic renaissance, celebrating the innovation and creativity of its people and enhancing its reputation as an international centre of learning.
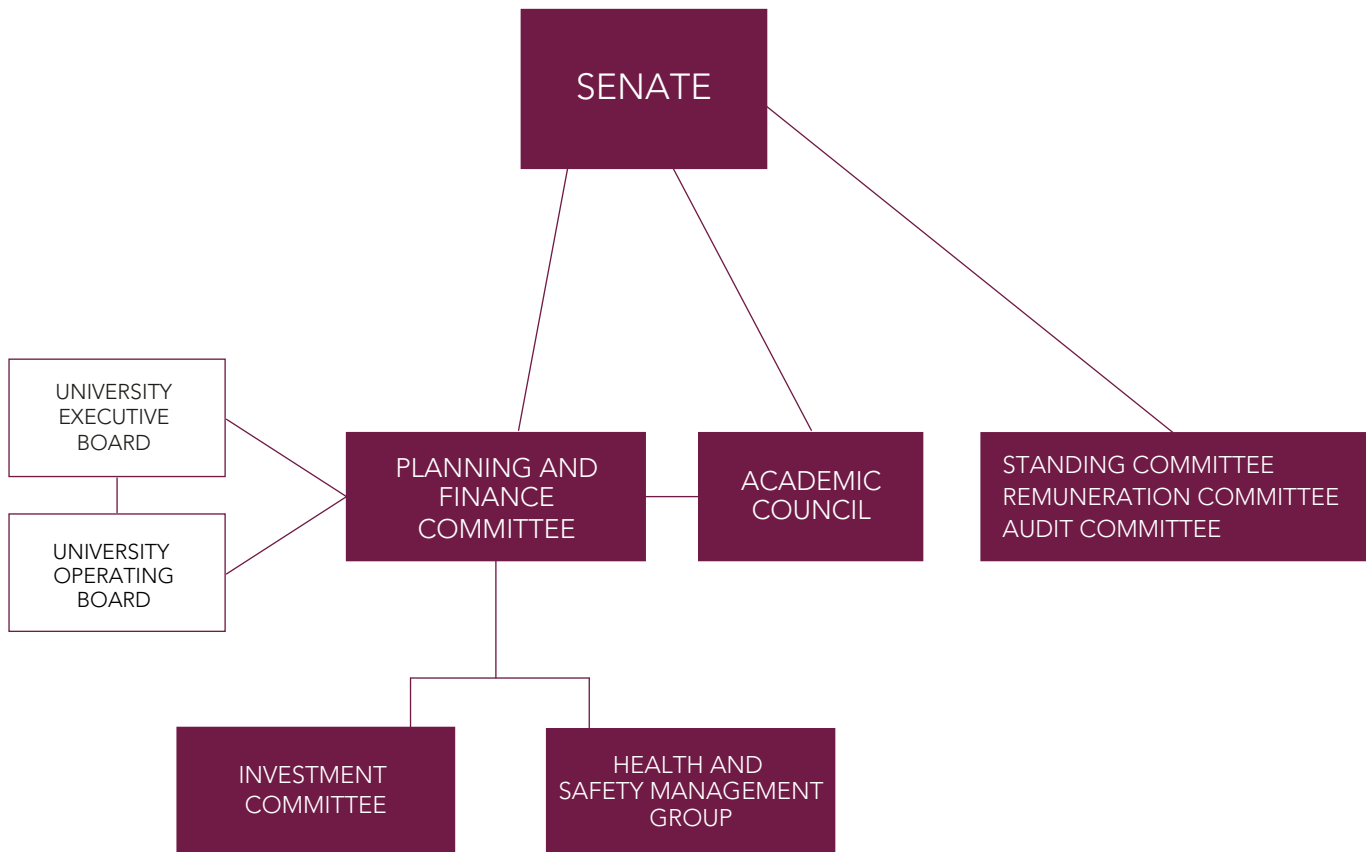
GOVERNANCE STRUCTURE

Senate, the University's Governing Body, comprises external lay members, along with staff and student representation, appointed under the Statutes of the University.

Senate is responsible for the ongoing strategic direction of the University, while the Executive Officers are responsible for the operational management of the institution. Senate approves all major developments and receives regular reports on the day-to-day activities of the University and its subsidiary companies.

Senate meets at least four times a year and is supported by a number of key Committees, including Academic Council, the Planning and Finance Committee, the Remuneration Committee and the Audit Committee. Academic Council, which is chaired by the President and Vice-Chancellor, is responsible, under delegated authority, for the academic affairs of the University, with the Education Committee and the Research and Postgraduate Committee reporting to it. All of the Committees are formally constituted with Terms of Reference and include staff and external lay members of Senate, where appropriate.

SENATE

UNIVERSITY EXECUTIVE BOARD

UNIVERSITY OPERATING BOARD

PLANNING AND FINANCE COMMITTEE

ACADEMIC COUNCIL

STANDING COMMITTEE REMUNERATION COMMITTEE AUDIT COMMITTEE

INVESTMENT COMMITTEE

HEALTH AND SAFETY MANAGEMENT GROUP

MANAGEMENT STRUCTURE

Queen's is a well-run and well-managed University - a fact recognised in successive independent audits. Its reputation for sound management is due, in no small part, to the establishment of an integrated management structure under the leadership of Professor Patrick Johnston, President and Vice-Chancellor.

The President and Vice-Chancellor is supported by the Registrar and Chief Operating Officer and by six Pro-Vice-Chancellors. Three of the Pro-Vice-Chancellors have defined policy portfolios, as set out below:

(i)   Education and Students;

(ii) Internationalisation and Engagement;

(iii) Research, Enterprise and Postgraduates.

The other three Pro-Vice-Chancellors lead the University's Faculties – Arts, Humanities and Social Sciences; Engineering and Physical Sciences; and Medicine, Health and Life Sciences. There are 15 Schools within the three Faculties, along with a number of Global Research Institutes. As part of the review of structures set out in Vision 2020, the Faculty Pro-Vice-Chancellors are supported by Directors of Operations

7,200
WITH 3,700 STAFF, QUEEN'S IS ONE OF THE LARGEST EMPLOYERS IN BELFAST AND GENERATES A FURTHER 3,500 JOBS ACROSS NORTHERN IRELAND

and Faculty Deans, with a multi-functional Professional Services team embedded within each Faculty.

The President and Vice-Chancellor chairs the University Executive Board (UEB), which is responsible for developing the Corporate Plan, as well as approved strategies to support its delivery. Membership of the UEB, which reports directly to the Planning and Finance Committee, comprises the Registrar and Chief Operating Officer, the six Pro-Vice-Chancellors, the Director of Finance and the Director of Marketing. Recruitment, Communications and Internationalisation.

The Registrar and Chief Operating Officer is the head of Professional Services, responsible for managing, leading and co-ordinating the provision of a comprehensive range of professional support services. These integrated professional services are delivered through nine Directorates.

The Registrar and Chief Operating Officer chairs the University Operating Board (UOB), which is responsible for overseeing the implementation of all University strategies and policies. Membership of the UOB, which reports directly to the UEB and the Planning and Finance Committee, comprises the Faculty Pro-Vice Chancellors and the nine Professional Services Directors.
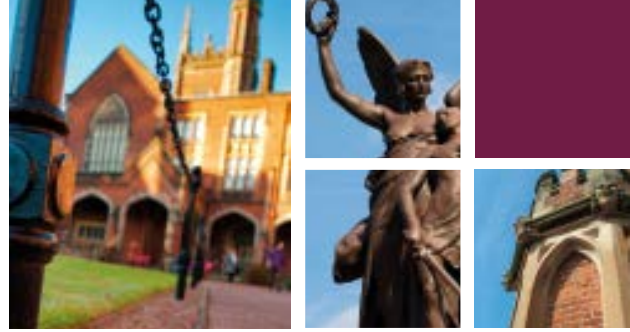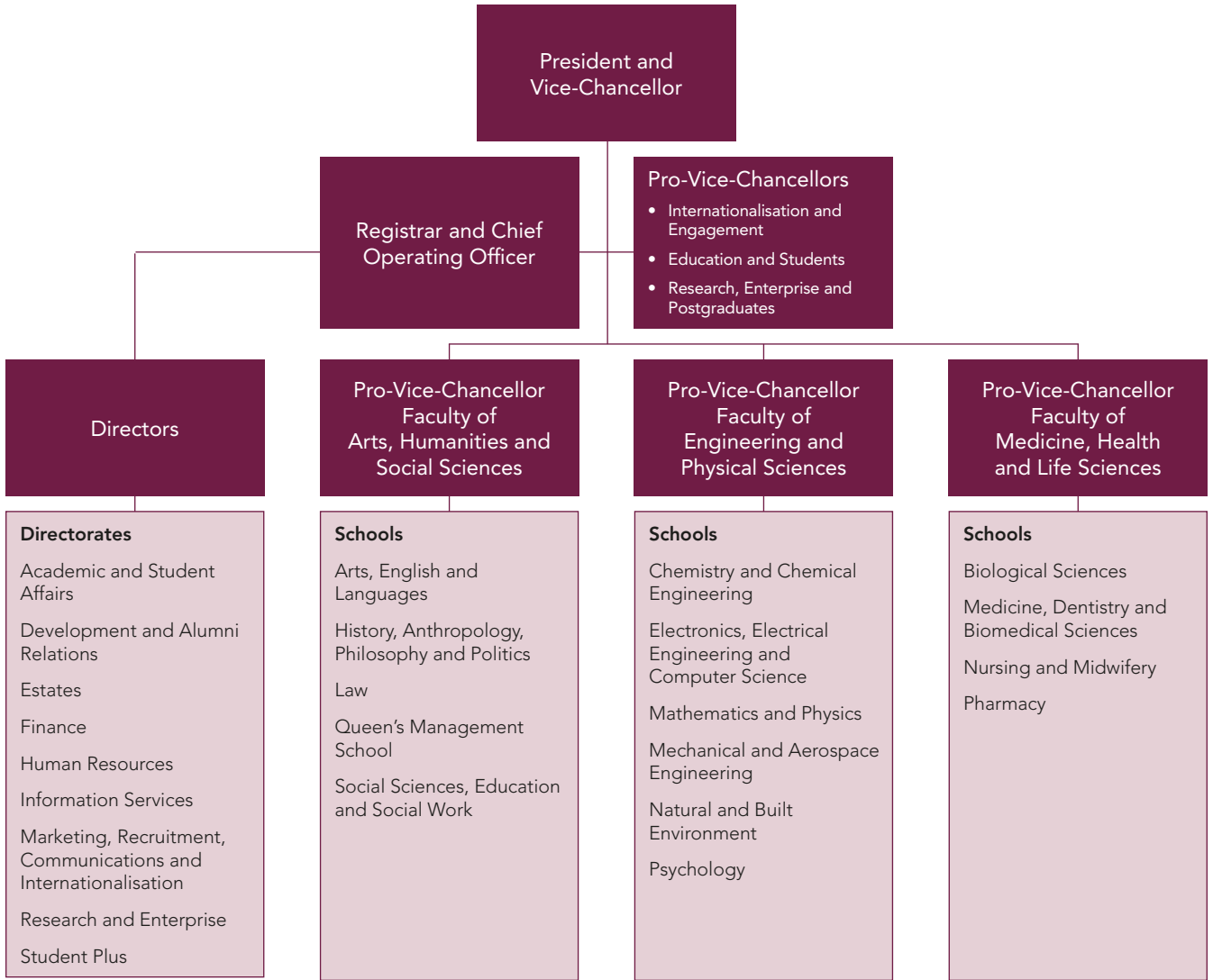
The Professional Services Executive Board (PSEB) is also chaired by the Registrar and Chief Operating Officer, and its membership includes the nine

Directors and the three Directors of Operations. The PSEB provides an integrated approach to the delivery of professional services to support the delivery of Corporate Plan targets.

Three Faculty Executive Boards (FEBs) are chaired by the relevant Faculty Pro-Vice-Chancellor, and membership comprises the Director of Operations, the Heads of School and other academic leadership positions within the Faculty, such as Deans of Research; Education; Postgraduate; and International. The FEBs are empowered to create an integrated approach to planning and resource allocation, to enhance accountability and performance management and to set, and deliver against, Corporate Plan targets.

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                          │  Vice-Chancellor    │
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President and Vice-Chancellor

Registrar and Chief Operating Officer

Pro-Vice-Chancellors
- Internationalisation and Engagement
- Education and Students
- Research, Enterprise and Postgraduates

Directors

Pro-Vice-Chancellor Faculty of Arts, Humanities and Social Sciences

Pro-Vice-Chancellor Faculty of Engineering and Physical Sciences

Pro-Vice-Chancellor Faculty of Medicine, Health and Life Sciences

Directorates

Academic and Student Affairs

Development and Alumni Relations

Estates

Finance

Human Resources

Information Services

Marketing, Recruitment, Communications and Internationalisation

Research and Enterprise

Student Plus

Schools

Arts, English and Languages

History, Anthropology, Philosophy and Politics

Law

Queen's Management School

Social Sciences, Education and Social Work

Schools

Chemistry and Chemical Engineering

Electronics, Electrical Engineering and Computer Science

Mathematics and Physics

Mechanical and Aerospace Engineering

Natural and Built Environment

Psychology

Schools

Biological Sciences

Medicine, Dentistry and Biomedical Sciences

Nursing and Midwifery

Pharmacy

PROFESSIONAL SERVICES

The University's Professional Services sector, led by the Registrar and Chief Operating Officer, is responsible for the delivery of a comprehensive and integrated range of services in support of the University's corporate objectives. The sector incorporates nine Directorates, as listed below, and two Operational Units - the Registrar's Office and the Vice-Chancellor's Office.

The key aims and objectives of the Professional Services sector are captured within its Mission Statement:

"Professional Services will provide a comprehensive range of high quality, integrated and value-added professional services to support and enable the delivery of the strategic objectives within the approved Corporate Plan."
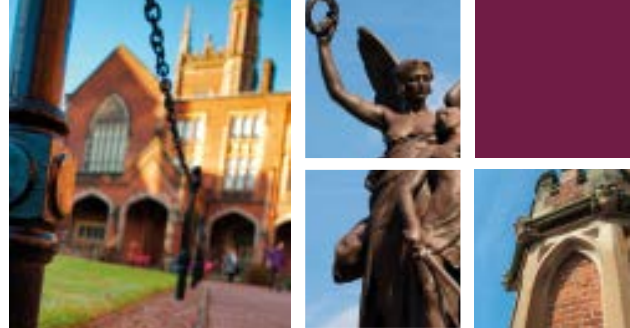
The Professional Services budget for 2016-17 is £93m. Functions and services resourced through this budget range from those provided in direct support of teaching and research, to those of a more corporate nature.

Performance management within Professional Services is structured around the ten high-level Key Performance Indicators (KPIs), detailed in the Corporate Performance Management Report presented to Senate in December each year. As part of this process, a suite of some 25 KPIs, selected to ensure that all activity is fully aligned with the corporate objectives, provides a comprehensive framework to measure and monitor performance.

- The Directorate of **Academic and Student Affairs** leads a major support service for students and academic matters. The Directorate is comprised of four major divisions - Academic Affairs; Student Affairs; Educational and Skills Development; and Student Services and Systems. These divisions provide the framework for the delivery of services to students and the academic infrastructure for quality assurance and regulation, and student appeals.

- The Directorate of **Development and Alumni Relations** has spearheaded two successful fundraising campaigns, set up The Queen's University of Belfast Foundation and the Friends of Queen's. The Directorate's key role is to secure philanthropic investment to support the University's capital and academic priorities and to enhance relationships with graduates across the world.

- The **Estates** Directorate operates across four units: Estates planning and property management; development of capital projects; delivery of facilities management and estate services such as maintenance, portering, security, cleaning and energy management; and administration and resources. Operating in an integrated team environment, the Directorate ensures the University estate is developed, utilised and managed efficiently and effectively, ensuring the continued provision of a high-quality learning, teaching and research environment.

- The key objective of the **Finance** Directorate is to support the teaching, research and other activities of the University through the efficient planning, management and control of its financial and business affairs, and the control of its funds and assets, together with the development and implementation of effective systems and services to improve the financial wellbeing of the institution.

- The **Human Resources** Directorate is comprised of five units - Personnel; Equality and Diversity; Legal Services; Staff Training and Development; and Occupational Health and Safety. Each unit offers professional support to service the needs of a workforce of nearly 3,700 people. Key priorities for the Directorate are to attract and engage talented staff who will enhance research and teaching, and the delivery of world class professional services and to actively promote the growth of a diverse University community, recruiting

talented staff from many different backgrounds and creating a culture of diversity and inclusivity.

- The Directorate of **Information Services** is a converged library and IT function which provides a wide range of integrated services to support the research, education and administrative work of the University. The Directorate plays a key role in ensuring that staff and students are provided with world-class facilities and high quality support services, to enhance their experience of working and studying at Queen's. The Directorate also plays a vital role in developing and supporting the University's major business systems, ensuring the effective use of information and communications technology and enabling Queen's to meet the issues and challenges facing universities in an increasingly competitive and demanding environment.

- The **Marketing, Recruitment, Communications and Internationalisation (MRCI)** Directorate has responsibility for five principal units within the University – Strategic Marketing and Communications; Public Engagement; International Recruitment; Domestic Recruitment and Events; and Admissions and Access. The focus for the Directorate is the creation of a culture which enhances the customer experience throughout the student journey – from initial contact, through application, admission and enrolment, to graduation and beyond. The Directorate works to ensure significant growth in international and postgraduate student recruitment and student mobility, supported by the provision of inter-disciplinary, market-attuned degree programmes, and globally-relevant education and research. MRCI has responsibility for raising awareness of the positive social impact of the University, and its staff and students, through its research, education and outreach work, regionally, nationally and internationally; and leads on the development of key brand images and messages, and the promotion of these through appropriate communications vehicles.

- The **Research and Enterprise** Directorate provides strategic oversight and leadership for the research development and knowledge exchange activities of the University. The Directorate works closely with University colleagues, research students and external partners to develop and strengthen the world class research base at Queen's.

- The Directorate of **Student Plus** is comprised of six individual business units which are involved in the delivery of vibrant campus facilities aimed at enhancing, enriching and exceeding the student experience during their time at Queen's, including where they live and eat, how they spend their leisure time, right through to their graduation day. The Directorate is also responsible for the sales, marketing and operational management of University facilities to maximise the use of resources on campus, and covers areas such as Event Management; Conference and Banqueting; the Queen's Film Theatre; the Queen's Welcome Centre; and the Naughton Gallery.
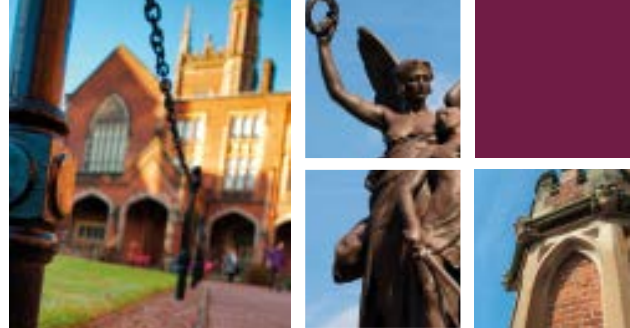
THE INFORMATION SERVICES DIRECTORATE

The Information Services Directorate supports delivery against five strategic priorities, as set out below:

(i) To provide the highest quality Library facilities, resources and services to support the research and education needs of the University;

(ii) To develop and support business systems which sustain the core business of the University and provide meaningful information to assist decision making and effectiveness in key areas;

(iii) To support innovation and flexibility in teaching and learning, with a focus on e-learning and distance learning and enhancing the user experience through the use of technology;

(iv) To provide a reliable, responsive and cost-effective central IT infrastructure – networks, systems and associated services – to support all University activities;

(v) To provide a wide range of user-focused services, including training and support, to enable the effective use of information resources by all our customers.

The Information Services Director is supported in his/her role by four Departmental Heads, each with a clearly defined area of responsibility. Further details are set out below:

Library Services	Administration Support	IT Systems & Services	Learning & Teaching Support
Provide Library services and resources through the McClay, Biomedical and Medical Libraries, including services under contract to the Department of Health and the Agri-Food and Biosciences Institute. Provide bibliographic services, library systems and subject support to ensure the effective management and use of printed and electronic resources, in support of institutional priorities for research and education. Manage the University Special Collections and Archive to provide development of, and access to, the University's rare collections. Provide support, advocacy and training for Open Access.	Develop and support the University's corporate IT business systems and databases. Provide systems for Management Reporting, and advise on issues relating to the management and storage of information. Provide systems to support the management of research in the University, including research data management. Provide systems and support for High Performance Computing.	Manage and support the University's central systems and infrastructure, including the data centres. Manage and develop the data network (wired and wireless) and telephony systems of the University, including cabling infrastructure. Provide a wide range of core IT systems and services including email, web, filestore, desktop computing, directory, licensing and service desk. Ensure the security of systems and data.	Provide digital learning and teaching technology and support services, including support for the University's portal services and VLE. Support the development of virtual and physical learning and teaching environments, including the provision of Media Services for central teaching and learning spaces. Manage and develop a range of education-related systems including web services, Customer Relationship Management and Marketing. Provide IT training and assessment services. Provide language and cultural awareness courses and resources.

ROLE AND RESPONSIBILITIES

Main Purpose of the Post

The Director of Information Services will provide strong leadership and vision, spearheading the development and implementation of an ambitious programme of significant transformational change across the Information Services Directorate.

The development and implementation of a fully integrated Information Services Strategy, capturing this ambition, will be an immediate priority. This strategy will, in particular, focus on addressing the key challenges in responding to a very fluid landscape, to include:

(i) Staff/student expectations of world-class facilities and services;

(ii) Rapid increase in the use of mobile devices and demand for flexible working, with a resulting impact on the presentation of services and information;

(iii) Developments in the scholarly publication model, including Open Access;

(iv) Significant growth in the volumes of digital data/information to be managed, including enhanced, and more formal, requirements for managing research data;

(v) The impact of the "Cloud" and shared services;

(vi) Continuing growth in demand for student study/flexible working spaces;

(vii) The need for highly reliable and secure infrastructure and systems.

As illustrated on page 18, the current organisational structure of the Directorate is based on four Departments – Library Services; Administration Support; IT Systems and Services; and Learning and Teaching Support. The Directorate has a current Establishment of 225 FTE staff, and a budget of some £17m per annum.

Duties and Responsibilities

The Director of Information Services will:

• Lead and implement the development of a dynamic Information Services Strategy to effect transformational change across the Directorate;

• Lead and proactively drive the delivery of a wide range of Information and Library Services, in support of the University's strategic objectives and core values;

• Drive the ongoing development of these services to fully support the research and education goals of the University;

• Position the University as a market leader in the strategic development and application of information technology solutions across all areas of the University's activities;

• Create, foster and maintain a strong performance management culture, underpinned by the University's approved core values;

• Ensure the effective and efficient use of the University's information infrastructure and resources;

• Contribute to the development of University-wide strategic plans and initiatives relating to learning, teaching, research and infrastructure development, ensuring that all agreed plans take full account of relevant Information Services requirements and implications;

• Align the human, financial and physical resources of the Directorate to the University's strategic objectives, ensuring all activity is undertaken within budget and in compliance with University policy, procedures and regulations;

• Build and maintain constructive working relationships with other Professional Services Directors, Pro-Vice-Chancellors, Heads of School and relevant University staff to ensure that Information Services remains aligned and responsive to the needs of all areas of the University;

• Provide expert advice and professional insight to decision-makers at all levels of the University on matters relating to Information Services and associated legislative requirements;

• Develop and promote effective working relationships with a wide range of key stakeholders, both internal and external. This will include members of staff and members of the Governing Body, along with high level officials from a range of government, statutory and academic bodies.

PERSON SPECIFICATION

The University wishes to appoint an individual of the highest possible calibre as its new Director of Information Services. Candidates will have a track record of leading and managing an information and systems technology function within a large, complex and diverse organisation. S/he will have an understanding of the challenges and opportunities facing a global university in the current economic climate, and the ambition and drive to contribute dynamically to delivery of the University's strategic objectives.

To successfully fill this challenging role, candidates must have/be able to demonstrate:

- A University degree and relevant professional / postgraduate qualification;

- A proven record of successful leadership through transformational changes within the broad field of Information Services;

- A demonstrable track record of successful development and implementation of ambitious and dynamic Information Services strategies, policies and procedures;

- A track record of pro-actively spearheading the successful implementation of complex and transformative information services solutions and projects with institutional reach;

- Substantial experience of relevant leadership and management of people, teams, performance and resources in a large, complex public or private sector organisation, including successful leadership in an environment of change;

- A thorough understanding of national and international benchmarks for information technology infrastructure against which to ensure fit-for purpose delivery in a progressive and highly competitive university environment;

- An understanding and appreciation of the ethos and culture of universities in general, and Queen's in particular, whilst at the same time demonstrating the ability to apply the best information services practices from other cultures to a university environment;

- Strong oral and written communication skills, with a confident and engaging presenting style;

- A high level of professional credibility, along with highly developed interpersonal, networking, advocacy and strategic influencing skills;

- A capacity to effectively communicate and engage with a wide range of stakeholders, including Senate, the University's governing body, along with high level officials from a range of government, statutory and academic bodies.

The following would also be desirable:

- Experience and extensive knowledge of modern information systems in an academic information context, including library service provision and information and systems technology.
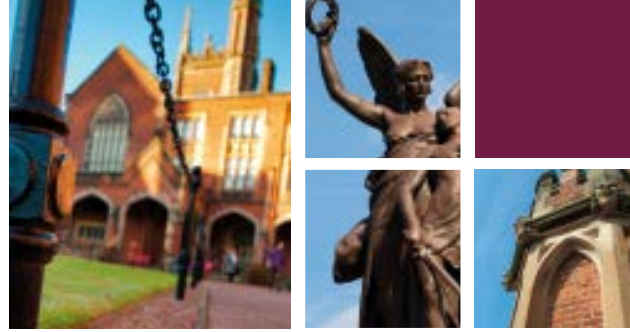
MAIN TERMS OF APPOINTMENT

It is hoped that the successful candidate will be able to take up the post of Director of Information Services as soon as possible, subject to existing contractual obligations.

An attractive remuneration package, commensurate with the seniority and responsibilities of the role, will be provided, as well as a generous relocation package and support as appropriate. The successful candidate will also be eligible to join the Universities Superannuation Scheme (USS).

APPOINTMENT PROCESS

The University is an Equality and Diversity Employer and fully complies with all Codes of Practice aimed at removing unlawful discrimination in the field of employment.

The selection process will be undertaken by the Selection Committee, chaired by the Vice-Chancellor. An executive search exercise is being undertaken by Saxton Bampfylde, alongside the public advertisement of the role. Saxton Bampfylde will assist the Search Committee in the discharge of its duties, both to assist in the assessment of candidates against the requirements of the role and to identify the widest possible field of candidates.

Longlisted candidates will be invited for interview with Saxton Bampfylde, following which a Selection Committee will agree a shortlist. Shortlisted candidates will be invited to meet with key stakeholders at the beginning of **July** 2017, following which the formal selection process will take place on **27 July** 2017.

The final appointment will be made subject to satisfactory references.

KEY DATES

Closing date for receipt of applications.	20 June 2017
Formal shortlisting by Selection Committee.	6 July 2017
Interviews by Selection Committee. References will be taken up at this stage.	27 July 2017

HOW TO APPLY

Saxton Bampfylde Ltd is acting as an employment agency advisor to Queen's University Belfast on this appointment.

Candidates should apply for this role through our website at **www.saxbam.com/jobs** using reference code KQBK.
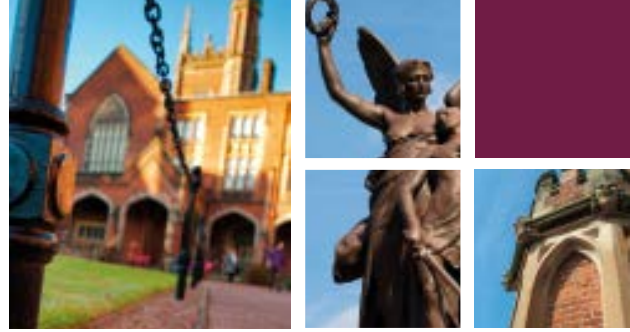
Click on the **'apply'** button and follow the instructions to upload a CV and cover letter, and complete the application and equal opportunities monitoring* form.

The closing date for applications is noon on **20 June 2017**.

If you are unable to apply through the website, please email **belinda.beck@saxbam.com** quoting reference **KQBK**.

The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

IMPORTANT DOCUMENTS

To help you learn more about Queen's University, a comprehensive range of publications is available on request.

- Towards Vision 2020

- Queen's University Corporate Plan 2016-21

- Vice-Chancellor's Annual Report 2015-16

- Financial Statements 2015-16

- Our Commitment to You: Students' Union Strategic Plan 2015-20

- Celebrating Beyond

- Draft Programme for Government Framework Response

- Research at Queen's 2016-21

- Our Core Values

- Information Services Strategy 2012-16