JOB DESCRIPTION

JOB TITLE	Head of Compliance, Security & Administration				
DEPARTMENT	ICT				
JOB NUMBER		GRADE	9	DATE	
REPORTS TO	Director of ICT				

CONTEXT

JOB PURPOSE

This role sits within the central security, compliance and administration team which supports all areas of the department. Security and compliance run through every aspect of the operation of the ICT department and it is essential that the operation of all ICT services are delivered in a manner that protects the University and in particular protects all personal and confidential data and information. The delivery of ICT services and operation of the ICT department must also comply with all relevant regulations and legislation.

The ICT department itself is a significant business operation and the post holder is expected to have a good understanding of the business operation of the department, the services it delivers to the University and the relationships in place with the customers and suppliers of the department. In addition and appropriate to the role within this team the post holder should have a good understanding of administration and financial management within a large and complex ICT environment supporting a University.

This role will actively contribute to supporting the successful operation of the ICT department and providing an excellent experience for all members of the department, its customers, it suppliers and other partners.

Autonomy
Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and delegates responsibilities. Is accountable for actions and decisions taken by self and subordinates.

Influence
Influences policy formation on the contribution of own specialism to business objectives. Influences a significant part of own organisation. Develops influential relationships with internal and external customers/suppliers/partners at senior management level, including industry leaders. Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance. This role is expected to be a role model to others across the department.

Complexity
Performs highly complex work activities covering technical, financial and quality aspects. Contributes to the formulation and implementation of IT strategy. Creatively applies a wide range of technical and/or management principles.

Business Skills
Absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk. Understands the implications of new technologies. Demonstrates clear leadership and the ability to influence and persuade. Has a broad understanding of all aspects of IT and deep understanding of own specialism(s). Understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation. Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry.

KEY RESPONSIBILITIES

MANAGEMENT

Takes accountability for the operation and management of the security, compliance and administrative functions within the ICT department.

- Leads security, compliance and administration on behalf of the ICT senior management team. Accountable for leading the professional and personal development of staff in the team improve job performance and ensure staff welfare, health and safety. Oversees their recruitment, training and development.
- Manages all information security, compliance and administrative staff, including project and task definition and prioritisation, quality management and budgetary control.
- Manages the team to provide assistance and support to the ICT senior management team.
- Monitors and manages performance and activity of the team, takes full accountability for its effectiveness. Takes action to remedy deficiencies.
- Develop and maintain a network of formal and informal contacts within the University and with external partners. Uses negotiating skills and personal influence when representing the ICT department within the University at the highest level and representing the University externally
- Contribute to both the local ICT Risk register and the overall University risk register where appropriate

INFORMATION SECURITY

- Takes accountability for and oversees:
    - the development and maintenance of information security policy, standards and guidelines appropriate to business, technology and legal requirements and in accordance with best professional and industry practice (PCI-DSS, GDPR, DPA, FOI etc.).
    - the preparation and maintenance of a strategy and plan for information security work which addresses the evolving business risk and information control requirements, and is consistent with relevant IT and business plans, budgets, strategies, etc.
    - the management and assessment of threats to confidentiality, integrity, availability, accountability and relevant compliance. Takes ownership of security control reviews, business risk assessments, and reviews that follow significant breaches of security controls.
    - the operation of appropriate security controls as a production service to business system users.
    - providing expert advice and guidance relating to security and compliance matters in the development and maintenance of the ICT services business continuity planning, University IT disaster recovery planning and enterprise architecture.
    - the management of ICT security audits both internal and with the assistance of external security specialists. Ensuring any remedial actions are carried out in an effective and timely manner
    - the evaluation of the storage, transmission, sharing, publishing and handling of University data across all relevant systems including the assessment of threats to confidentiality, integrity and availability. The implementation of best practice to ensure security, whilst maintaining business needs, through the application of formal protection measures.
    - the management of information security risk assessments; the development of realistic measures to mitigate any identified risks.
    - the maintenance of security confidence metrics that measure the current threat level and effectiveness of security.

- o the investigation, analysis and review following breaches of security controls, and management of security incidents. The preparation of recommendations for appropriate control improvements, involving other professionals as required.
- Operates as a focus for IT security expertise for the organisation, providing authoritative advice and guidance on the application and operation of all types of security control.

COMPLIANCE

Accountable for ensuring compliance within the following areas:
- Takes responsibility for compliance with any relevant statutory, internal, or external regulations, standards, and codes of good practice relating to
  - o information and records management,
  - o information security
  - o data protection
  - o licensing of software
  - o procurement
  - o contract and supplier management
- Provides authoritative advice and guidance on the application and operation of controls, including legislative or regulatory requirements relating to the above.
- Assessment of legal and best practice issues related to the above. Promotion of awareness of relevant national and international laws.
- Collection of information in response to freedom of information requests
- Managing the provision of support to budget holders in the maintenance and monitoring of costs and financial records, for compliance and audit.
- Managing the provision of support to contract managers in the monitoring of compliance with contract Terms and Conditions and appropriate steps to address non-compliance.

ADMINISTRATION & FINANCIAL MANAGEMENT

Oversees:
- The general administration and financial management of the department and provision of support to line managers, budget holders, project managers and other staff
- The provision of support to ICT procurements including advising on policy and procedures covering the selection of suppliers, creation and evaluation of tenders, the provision of support in the gathering of requirements
- The provision of support for contract and supplier management
- The maintenance of contract records
- Maintenance of close working relationships with Finance and Procurement colleagues to ensure effective financial management
- The development and maintenance of efficient procedures and processes.

PERSONAL DEVELOPMENT

Develops and maintains knowledge and communicates the technical specialism by:
- Reading relevant literature and attending training.
- Attending conferences and seminars, meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional and trade bodies.
- Maintains an awareness of current developments in broad technical areas and takes significant responsibility for own personal development.
- Provides specialist guidance and advice to less experienced colleagues and users to ensure that work is conducted in an appropriate manner.

COMMUNICATION & PERSONAL NETWORKS

- Champions the benefits of technical specialism and plays a leading role in special interest groups concerned with the technical specialism and writes, or contributes to, articles and papers and speaks at conferences, user groups, or specialist subject groups.
- Communicates well, both orally and in writing, and responds to wide-ranging and detailed questioning relating both to own areas of specialisation and, at a more general level, to the wider field of IT both orally and in writing.

- Promotes the service within the University and creates strong personal relationships with the full range of senior stakeholders.
- Liaises with HE sector and external organisations and key suppliers to share ideas, compare approaches and develop best practice.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and Dimensions of the Role
The post holder will work flexibly, independently of location, in order to deliver on objectives.

Key Working Relationships/Networks	
Internal	**External**
- ICT Senior Management - ICT teams - College staff (research, academic and administrative) - Professional service staff - Student Union - Students	- Key Suppliers and Commercial Partners - Other institutions - Sector bodies (UCISA/JISC) - Relevant professional bodies - Represents the University at appropriate forums and makes a positive contribution to relevant sector/industry groups.

PERSON SPECIFICATION

JOB TITLE	Head of Compliance, Security & Administration	JOB NUMBER	CS4157

Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Educated to degree level or equivalent experience	E	A,I
Industry qualifications	D	A,I
Membership of relevant professional bodies	D	A,I
Experience:		
Specific experience of working within a large and complex organisation,	E	A,I
Experience of preparing and managing budgets	E	A,I
Experience of working within large complex IT environments	E	A,I
Proven record of delivering results within a given timescale	E	A,I
Experience of providing sound design solutions to complex issues	E	A,I
Experience of working in a large, challenging multi-site environment	E	A,I
Experience of managing large multi-disciplined teams including line management	E	A,I
Knowledge of the HE sector	D	A,I
Skills and Knowledge:		
Specific skills & knowledge of information security, data protection, compliance, financial management, related legislation and regulations	E	A,I
Deep understanding of specific ICT disciplines	E	A,I
Excellent problem analysis and creative solving skills	E	I
Excellent programme/project management skills	E	A,I
Understanding emerging technology trends	E	I
Supplier Relationship & negotiation Skills	E	A,I
Knowledge of service delivery frameworks and methodologies	E	A,I
Excellent written and verbal communication skills	E	A,I
Relevant issues, developments and trends within the education sector	D	I,R
Competencies and Personal Attributes:		
Credibility and integrity	E	I,R
Positive and open in communication both verbal and written	E	I,R
Initiative and confidence	E	I,R
Analytical in approach to acquiring knowledge and information	E	I,R
Collaborative, able to build working networks	E	I,R
Commitment to service quality whilst adhering to internal procedures.	E	I,R

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.