

CANDIDATE PACK

Director Information Systems and Support

Information Systems and Support

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, Being Westminster, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, Contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

Design, Creative and Digital Industries

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services
- Research and Knowledge Exchange Office
- Graduate School
- Learning Innovation and Digital Engagement



JOB DESCRIPTION

Job Title: Director Information Systems and Support

Reports to: University Secretary and Chief Operating Officer

Department: Information Systems and Support

Grade: L5

ROLE PURPOSE

To lead the strategic development and operational delivery of digital, information, and technology services across the University with overall responsibility for ensuring that the University remains compliant, secure and able to provide a responsive, agile and excellent information service to both colleagues and students in support of the University overall strategy, aims and objectives. To advise senior colleagues on the University Executive Board (UEB) on the strategic development of the digital estate with overall responsibility for the delivery of capital projects and ensuring the University maintains the highest possible standards for an Information Service.

PRINCIPAL ACCOUNTABILITIES

- 1) Develop and implement a university-wide digital and data strategy aligned with Westminster's strategic objectives ensuring it is transformational in its ambition and initiatives that support teaching, research and professional services. The postholder will advise the University Executive Board on digital innovation, risk and investment, leading the University to provide an appropriate, integrated and cost-effective range of services.
- 2) Direct the design, documentation and evolution of the technical architecture that supports the University business structure and processes, ensuring the University's information architecture and infrastructure is designed to adapt to changing needs and possibilities, introducing Generative AI wherever possible and that all relevant requirements are understood, prioritised and expectations managed.
- 3) Establish and have the overall lead for a strong governance and compliance framework ensuring alignment with sector regulations, including data protection, information security and cybersecurity, ensuring that a strong culture of compliance and information security is embedded across the University.
- 4) To advise the Vice Chancellor and the University Secretary and Chief Operating Officer on the development of the Digital Strategy, undertake the management and ensure the delivery of projects under the Strategy and provide regular reports and proposals for future projects to the Court and Resources Committee, the Vice-Chancellor's Executive Group and project boards.
- 5) Ensure the on-going development of IT and management information capability within the



University, building a team that is fundamentally grounded in customer service, engaged with stakeholders at all levels of the University and informed enough to balance conflicting priorities and manage expectations effectively, ensuring that the team is a trusted source of support and of innovation to stakeholders across the University and promote digital capability and literacy across the university community.

- 6) Direct the management of the information services functional areas through the ISS management team to ensure the services are provided in a fully integrated manner, meet user requirements and are delivered in a consistent way across all University sites, while operating within budgetary constraints and in line with best professional practice.
- 7) Lead the development of three year rolling operational plans across all aspects of the Department, working collaboratively with key internal and external stakeholders, and managing resources within the specific parameters of the University's capital and revenue budgets using commitment accounting procedures, and delivering services within the allocated budget, obtaining best value, including managing vendor relationships and technology procurement in keeping with the University's financial regulations.
- 8) Manage the department revenue and capital expenditure within allocated annual budget allocations and report progress and activity through the provision of high-level, timely, and accurate management information related to information services, capital projects, digital capability and other relevant topics, as required.
- 9) Lead a diverse and skilled team, fostering a culture of collaboration and innovation, demonstrating good practice line management, ensuring that all relevant people management policies are effectively implemented in accordance with the University values and leadership and management competencies.
- 10) As a member of the Professional Services Management Team, proactively drive changes in the PS Group and the University. The post holder will be expected to deliver a high-quality service and exhibit the highest standards of professional conduct and performance, ensuring these are reflected in teams. The post holder will also be expected to set standards of professional conduct in line with appropriate professional membership and competencies frameworks.
- 11) Build strategic and collaborative relationships with other senior department managers, key contacts, student representatives and stakeholders in development of policies and procedures across divisions and teams. Represent the Department professionally on committees, working groups, review panels and meetings and where appropriate, advise on relevant strategies and interventions and represent the University in appropriate external and national fora in respect of professional functions.



- 12) To undertake any other duties as appropriate within their competence as required by the Chief Operating Officer or nominee from time to time.

CONTEXT

The Information Systems and Support function is one of eight departments that make up the Professional Services Group, the others being Academic Registrars, Estates & Services, People Culture and Wellbeing, Global Recruitment, Admissions, Marketing & Communications, Finance and Commercial Services, Strategy, Planning & Performance and Student & Academic Services.

The Director of Information Systems and Support leads the function and reports directly to the University Secretary and Chief Operating Officer. The post holder will work closely with all professional services directors and will be expected to contribute to the University's Senior Executive Leadership team (the University Executive Board 'UEB') and with UEB members as required.

The Director of Information Systems and Support will be aware of the challenges ahead for Higher Education and will combine knowledge of the sector and its wide range of stakeholders enabling the University to exploit opportunities by responding to a rapidly-changing environment and seamlessly delivering the technology and services that enable all members of the University community to operate effectively, with ease, wherever they are.

The post holder should have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

DIMENSIONS

- Line management responsibility for 4 direct reports and indirect responsibility for the leadership of circa 125 colleagues plus student helpers
- Staffing budget of approx. £6.4M.
- Non-pay budget of circa £7.2M (reviewed annually)
- Additional capital projects budget varying between circa £8M and £15M (reviewed annually).



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- Degree in a relevant subject or equivalent practical experience that demonstrates appropriate levels of knowledge, skill and practical application.
- A management qualification or equivalent practical experience that demonstrates relevant levels of knowledge and skills (Level 7 or equivalent).
- Membership of a recognised professional society (e.g. Information Technology Infrastructure Library (ITIL), Certified Information Systems Security Professional (CISSP)).

Desirable

- Postgraduate
- qualification in a relevant subject, e.g. MBA, Management, Business, IT

TRAINING AND EXPERIENCE

Essential

- Proven record of success in leading information management in a large and complex organisation.
- Significant experience of developing strategic and operational business plans to deliver effective IS services.
- Proven experience of change management in complex governance structures, ideally involving the restructuring of IT services in a complex environment.
- Significant experience of building and motivating a customer-focused, collaborative, service-led IS organisation and of leading the cultural change required to achieve this, both within IS and in the wider organisation. Have extensive applied knowledge and understanding of the strategic and commercial aspects of running a large information services department across a complex multi-site organisation.
- To demonstrate successful delivery of quality information services, on time and on budget, with proven experience of successfully managing large budgets.
- Experienced in writing and presenting high-quality and detailed reports for executive board level and external parties.
- Successful experience building a team that works to service standards based on organisational values and brand identity.
- Proven experience of successful management of major projects across a large organisation, with an organisation-wide impact and complex development and implementation plans.
- Proven successful experience of financial planning and budget Management across a large organisation.
- Commercial awareness and financial understanding of competitive challenges and how these might impact ISS priorities and delivery in a volatile external environment.



- Evidence of managing political agendas in a complex organisational environment at the senior level.
- Experience developing and delivering a strategy for organisation-wide management and use of information, including appropriate management reporting, master data management and business intelligence to support organisational strategic decisions.
- Familiar with the Data Protection Act and the Freedom of Information Act and able to apply this knowledge to comply with legislation.
- Evidence of establishing, developing and maintaining good working relationships, internally and externally.

Desirable

- Knowledge of current challenges in Higher Education including, market, legislative and competitor issues and the implications of the issues for Universities.
- An understanding of the importance and application of information services within universities

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Strong leadership abilities, including political sensitivity to shape and influence thinking across an organisation and successfully challenge existing norms to drive change.
- Ability to influence prioritisation and decision-making at senior levels.
- Comfortable with informed, risk-based decision making.
- Comfortable with conflict and confident about negotiating for a positive resolution.
- Ability to exercise judgement in line with organisational strategy and priorities.
- Highly developed team-working skills.
- Highly developed emotional intelligence and interpersonal skills.
- Highly developed communication skills, including writing and presenting jargon-free management reports, professional strategies, and business cases.
- Ability to analyse and solve problems creatively. Ability to make effective use of available resources, including; people, information, networks and budgets.
- Able to work independently, quickly and accurately under pressure to deadlines and budget; to use initiative; to prioritise and manage own workload.
- Able to think analytically and strategically and to respond creatively to challenges.
- Share and exemplify University values. Preference for openness and transparency.
- Comfortable with ambiguity and rapidly changing agendas.
- Comfortable with both conceptual thinking and practical problem solving.
- Results-oriented; initiates action and pursues objectives with decisiveness, drive and determination.
- Personal credibility and confidence to work with colleagues and managers at all levels.
- Positive about the benefits of change
- An advocate and enthusiast for the benefits of Information Services, able to articulate clear evidence of



those benefits through both their own work and that of ISS as a whole

- Commitment to continuous personal, professional and career development for self and others.
- Flexible and adaptable.

Desirable

- Preference for an inclusive approach to decision making (where relevant) combined with strength of character and objectivity.



HOW TO APPLY

The University of Westminster will be supported in this appointment by executive search firm, **Profile Resourcing**. For further details, including the job description, person specification and information on how to apply, please visit: [**Profile Resourcing Webpage**](#).

Applications should consist of:

- a concise covering letter (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying;
- an up-to-date curriculum vitae;
- names and contact details of two referees (although referees will only be approached at offer stage).

The closing date for applications is midnight 20 July 2025

Interviews will take place w/c 4 August 2025

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





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