CANDIDATE PACK

IT Site Services Manager

Information Systems & Support (ISS)



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

College of Creative Arts and Technologies

- 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 and Graduate Futures Directorate
- Digital and Technology Services
- Estates
- Finance and Commercial Activities
- Global Engagement
- Global Recruitment, Admissions, Marketing and Communications
- Graduate School
- People, Culture and Wellbeing
- Research and Knowledge Exchange Office
- Strategy, Planning and Performance
- Student and Academic Services
- Learning Innovation and Digital Engagement



JOB DESCRIPTION

Job Title: IT Site Services Manager
Reports to: Head of Customer Services
Department: Information Systems & Support (ISS)
Grade: NG 7

ROLE PURPOSE

To develop and implement the policies and practices that enable Information Systems & Support to deliver quality, responsive and proactive support to the University community in line with agreed service level targets.

Manage a team of End User Support colleagues, with a focus on developing and instilling a culture of excellent customer service. Expanding and developing the team's skills and techniques necessary to support the diverse range of services provided to the University Community by ISS.

Lead a team to provide frontline support at second line to the University community, with responsibility across multiple buildings, by resolving service requests and incidents through remote access and/or desk side support within the agreed service level targets.

To work with the IT Site Services Manager peers to identify and resolve service delivery issues and implement a programme of continuous service improvement as part of an integrated service support team.

PRINCIPAL ACCOUNTABILITIES

1. To co-ordinate, supply and improve a rapid response first time fix service to all customer requests for support of university systems, services and devices (baseline and specialist). Provide information and expertise for problem resolution either from within the Customer Services division, or by allocation to other divisions in ISS (specialist and technological resolution) or third-party suppliers.

2. Line manages the End User Support team', setting individual objectives within the overall operational plan; undertake performance appraisals for the assessment and development of colleagues within the team including their technical and professional skills. Assist the development of these colleagues by providing guidance and mentoring

3. To act as an initial referral point for Service Desk, to assist with the resolution of incidents and problems, business as usual operations and the development and routine maintenance of related hardware, software, systems and infrastructures through remote support



using appropriate software and/or desk-side visits to customers.

4. To ensure that all operational services provided meet defined service levels, using service management systems to log, update and monitor the progress of incidents, major incidents and problems, taking action or escalating as appropriate.

5. To act as a technical escalation point for the resolution of incidents from the Service Desk and End User Support colleagues, including any aspects of technical specialism ie. AV, IT, Networking etc. Provide an effective interface between users and service providers, providing good quality customer care, including third party suppliers where applicable. This includes documenting problems, progress checking and ensuring all diagnostic information is provided for error resolution and incident analysis.

6. To participate and/or lead in site-based hardware, software or systems deployment and rollout programmes, ensuring that any asset and configuration information is recorded and updated as required. Work with colleagues in accepting, testing and rolling-out new releases including appropriate documentation and user support.

7. To ensure that sufficient resources are deployed at all times to maintain an optimum level of service and achievement of agreed targets and to manage the distribution of resources to project work packages and participate in cross campus projects as required. Take ownership of an area of operational responsibility, such as for clearing or enrolment activities.

8. Be responsible for the management and upkeep of the physical environments for which the End User Support team has ownership / responsibility, and ensure the team are working to the asset management standards and ensure compliance with H&S principles.

9. Assist in the development and production of relevant procedures/processes for use by the End User Support team. Contribute to maintenance and development of the ITSM Knowledge Base to support wider self-service to improve the overall user experience.

10. 10To ensure the End User Support team provide support to the Service Desk team during periods of peak activity or reduced resources to maintain the telephone response SLA To work with the Head of Customer Service to develop the team rota and ensure there is adequate resource provision at all times across all sites, and that a professional, customer-focussed approach is adopted at all times.

11. Maintain an up-to-date knowledge of appropriate systems and technologies and participate in vendor to undertake any other duties commensurate with the grade as required by the Head of Customer Service and/or their delegated representative.



CONTEXT

ISS delivers a comprehensive portfolio of ICT services to the University's user community of ~20,000 students and staff across a number of sites in the West End of London and Harrow.

ISS has adopted the ITIL framework for IT Service Management and continues to develop its processes and service standards. The department is clustered into Customer Service, where this role sits; IT Operations which provides technical third-line support; IT Developments which is responsible for the architecture, security and standards of our Digital Estate, and Digital Transformation, responsible for managing the throughput of new work.

The role of IT Site Services Manager will work to embed and deliver the ISS customer service strategy.

The End User Support team directly affects both the student and colleague experience. You will be responsible for day-to-day management of the team's operations, for ensuring that service standards are in line with agreed service level targets for resolution and availability and managing and developing the people and processes that support this function.

The IT Site Services Manager will engage widely with colleagues in ISS, Professional Services and the wider University.

The post holder will deputise for the Head of Customer Service as required.



DIMENSIONS

Staffing: The post holder will be a member of an Integrated Customer Service function, have operational responsibility for, and day to day line management of the work of the End User support team members under the general direction of the Head of Customer Services. They will also be involved in mentoring and training colleagues in their own areas of knowledge or expertise

Budgets: The postholder will not normally have control of a specific budget(s) for their area(s) of responsibility. They may have responsibility for the deployment of project budget(s) and/or for associated financial records.

Hours: The post holder will work 35 hours per week between the service hours of 08:00 and 18:00, the post holder will be required to work evenings and weekends from time to time where project/operational needs demand; this will be agreed by prior arrangement.

Location: All University appointments are made on the understanding that staff may be asked to serve at any of the University's sites should the need arise. The post holder must also work in accordance with any agreed service levels.

Professional Development: The University of Westminster is committed to continuous professional development, and the post-holder will be encouraged to participate in professional activities and to develop new skills where necessary.

Health and Safety: The post holder is required to 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.

PERSON SPECIFICATION

Essential

- A Degree level or equivalent qualification in a relevant subject, or demonstrable and relevant equivalent experience.
- A qualification in computing at professional level or equivalent experience
- ITIL qualification [minimum Foundation level.

Desirable

- Certified Customer Support Specialist from the Help Desk Institute
- ISEB Practitioner in IT Service Management: Service Desk & Incident Management.

TRAINING AND EXPERIENCE

Essential

- Extensive working knowledge of current and emerging technologies and an awareness of the support challenges for these technologies and how these could be overcome
- Experienced in the generation and use of statistical data to monitor the team's workflow, incident and request trends in order to feed into the problem management process
- Demonstrable ability to diagnose and troubleshoot faults and the ability to apply new technology to business problems
- Good working knowledge of the control and management of IT assets (or configuration items) including hardware, software, documentation, services, suppliers and network facilities by the use and application of strict change management and recording
- Demonstrable experience of the IT infrastructure (hardware, databases, operating systems, local area networks etc) used within the organisation
- Ability to provide high level customer support to a diverse range of service stakeholders. With experience of escalation and successful resolution of customer complaints.
- Demonstrable ability to design, implement and embed good practice policies and procedures that will support



the development of an integrated Service Support function

- Finely tuned stakeholder management skills to ensure effective engagement at all levels.
- Effective third-party supplier management experience to ensure service levels and value for money are achieved.
- Knowledge and experience of relevant statutory requirements eg: WEEE regulations; health & safety at work
- Experience of working in an environment that uses best practice methodologies such as ITIL, with solid understanding of all core processes: demonstrable experience of implementing and embedding best practice processes

Desirable

- Knowledge and experience of alternative service delivery models.
- Experience of project delivery.

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Experienced in planning, prioritising and organising own and colleagues' workload on a daily, weekly or monthly basis, co-ordinating with others, ensuring customer needs and expectations are met.
- Creative in taking innovative approaches to problem solving and devising inventive and creative solutions.

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- Able to make decisions at the appropriate time, taking into account the needs of the situation, priorities, constraints and the availability of necessary information.
- Confident to establish relationships and maintain contact with people from a wide variety of backgrounds.
- Excellent customer care skills.
- Keenness to research current marketplace and keep up to date with commercial developments
- Methodical, calm and clear-thinking under pressure.
- Flexibility to work out of hours on occasion to meet user or service expectations.
- The postholder will be expected to take every opportunity to foster cross-team project working and to develop a culture of sharing knowledge and information throughout Information Services.
- Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.



FURTHER **INFORMATION**

VACANCY TYPE

This post is available on a permanent, full time (1 FTE) basis.

SALARY

Salary will be £55,386-£59,955 per annum (Inclu. LWA).

LOCATION / SMART WORKING

This post is based at our Regent Street and Cavendish campus.

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 including any hybrid working.

RIGHT TO WORK

The Home Office requires all employers to ask all potential employees for supporting documentation to confirm that they are legally permitted to work in the United Kingdom. This applies irrespective of the duration or tenure of the contract. Please note that a right to work check will need to be carried out in line with Home Office guidance if you are to be offered this position. This will need to be completed prior to a formal written offer of employment being made to you.

If you do not currently have the right to work in the UK, we would encourage you to consult the UK Visas and Immigration website for further information. Depending on the role and if the relevant criteria are met, the University may be able to provide sponsorship. This would be discussed further should you be offered the post. Please note that sponsorship is not guaranteed for every role due to immigration rules and eligibility restrictions.

PENSION SCHEME

The post is superannuable under the Local Government Pension Scheme (LPFA).

EQUALITY, DIVERITY AND INCLUSION

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.

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. Information on our benefits can be found at our Benefits Webpage

FREE-SPEECH COMPLAINTS SCHEME

The Office for Students (OfS) operates a free-speech complaints scheme. Under that scheme, the OfS can review complaints about free speech from non-student members, staff, applicants for academic posts and (actual or invited) visiting speakers. The scheme is free to use. Information about the complaints that the OfS can review is available on its website [www.officeforstudents.org.uk/for-providers/freedom-of-speech/free-speech-complaints/].

HOW TO APPLY

To apply for this vacancy, please visit our please visit our external agency Hays page via this link below https://webmicrosites.hays.co.uk/web/university-of-westminster/job-opportunities/-/job-details/JOB_5426385 where you will be able to register as a candidate and complete your online application.

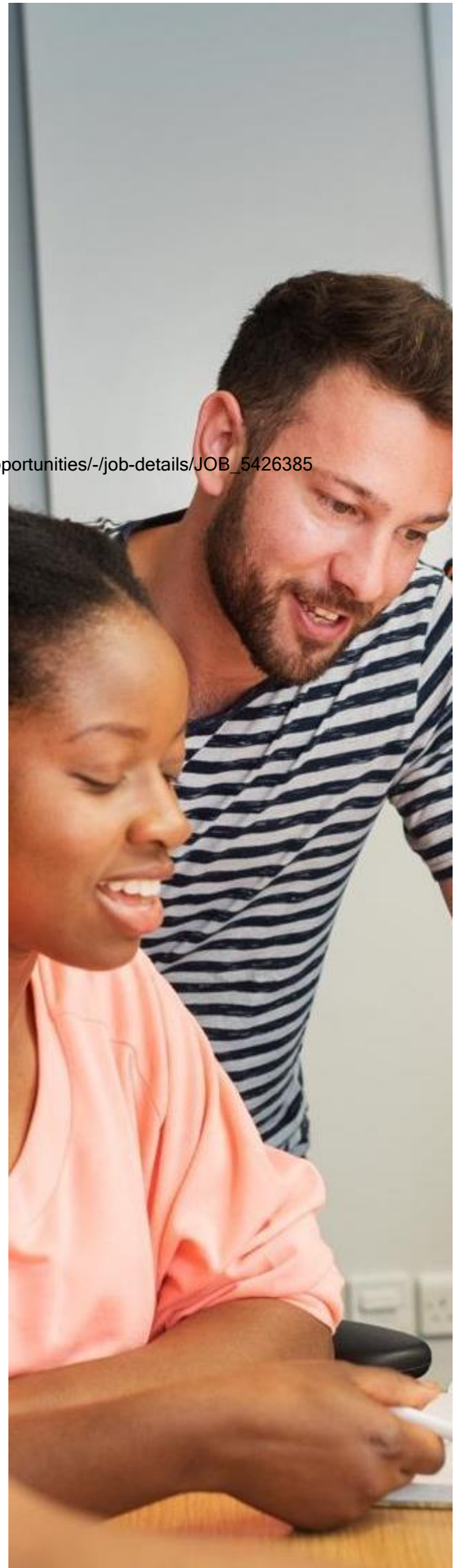
You will be requested to upload a CV which will be used to populate relevant sections of your application. You will also be requested to complete a concise statement in support (ideally no longer than 1000 words), addressing the criteria in the Person Specification and your motivation for applying.

Please note that the application form contains an equality, diversity and inclusion section which must be completed. This information will not be made available to the selection panel and will not form any part of either the shortlisting or decision-making process.

The deadline for receipt of applications is 11.59pm on Sunday 06 December 2026.

Interview date will likely hold the week commencing 14 December 2026.

You will be fully informed of the outcome of your application.





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