CANDIDATE PACK

Head of Applications

Digital and Technology Services



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: Head of Applications
Reports to: Director of Digital & Technology Services
Department:
Grade: L1

ROLE PURPOSE

To provide strategic leadership, governance and operational ownership and management of the University's application portfolio, ensuring that business-critical systems are secure, resilient, integrated, cost-effective and continuously improved in support of institutional priorities and an excellent student and colleague experience. To have overall responsibility for ensuring a planned and University wide approach to applications ensuring an overall strategy which is aligned to university wide priorities, meets appropriate governance and legislative requirements and is line with wider business needs. The role holder will act as senior role within Digital Technology Services (DTS) to ensure appropriate cross working and driving forward of the application strategy and operational improvements.

PRINCIPAL ACCOUNTABILITIES

1. To Lead on the strategic planning, development and management of all aspects of applications, including to develop, maintain and implement the University's Applications Strategy and roadmap, ensuring that investment priorities and technology capabilities align with the University's Being Westminster strategy, wider DTS strategies, and drive forward improvements in student, academic and professional services outcomes. Ensure that appropriate operational requirements, policies and systems are embedded across the University, working within the challenges and constraints of a large and complex multi-site organisation.

2. Provide strategic ownership and governance of the application portfolio, having overall responsibility for ensuring that applications are secure, supported, resilient, scalable, compliant, well-integrated, accessible and cost-effective throughout their lifecycle. In this cases this mean developing and driving forward a process of review and improvement and ensuring that the applications lifecycle works in conjunction with wider DTS and University wide timelines and priorities and is able to deliver a fit for purpose service for the future.

3. Develop and maintain high performing application services, ensuring effective service levels, operational performance, monitoring, incident resolution, change and release governance, upgrades and end-of-life planning. Monitor, control and support applications delivery; ensuring systems, methodologies and procedures are in place and followed. Work with colleagues to determine the



current and future needs of the University and how best to design and deliver applications services to support excellence in service delivery.

4. Establish and champion a product and service-based operating model that strengthens ownership, accountability, customer focus, prioritisation and measurable value realisation across the application estate. To be responsible for ensuring that this is embedded and well understood across the University.

5. To lead and have overall responsibility for the governance, prioritisation and delivery of application demand, enhancements and lifecycle change, ensuring that initiatives are aligned with institutional priorities, user needs, quality, cost, risk, process simplification and automation objectives, working with senior colleagues across the University as required to ensure initiatives are appropriate and aligned to wider business needs and University priorities.

6. Work in partnership with enterprise architecture, integration, cyber security, data protection and accessibility specialists to ensure alignment across the applications portfolio with agreed standards, and to work with colleagues to lead on improved interoperability, reduced technical debt, rationalise duplication and manage application risk.

7. Lead strategic supplier and commercial management for applications, supporting the negotiation implementing and monitoring of effective procurement and selection, contractual performance, continuous service improvement, licence management, budget control and value for money. To set strategies for ensuring high performing supplier relationships and value for money, monitoring and actively managing external relationships, tracking agreed service levels and performances and ensuring strategic future plans for changes and improvements to ensure high performance and value for money is the standard.

8. Lead, develop and motivate a high-performing and inclusive applications team, setting clear objectives and performance measures, strengthening capability, resilience and succession planning, and reducing single points of dependency. Support and manage colleagues to ensure that they are able to discharge their duties to the best of their ability, ensuring that their performance and development needs are considered and supported effectively and embed a common ethos of high-quality customer led service delivery.

9. Contribute as a member of the Technology Leadership Team, providing strategic insight, constructive challenge and collaborative leadership in support of the University's wider digital and technology agenda.

10. Undertake any other duties within their competence, as determined by the Director of Digital & Technology Services from time to time, provided that such duties are



reasonable and broadly appropriate to the grade of the post.

CONTEXT

Digital & Technology Services delivers and supports technology services for the University's students, academic colleagues and professional services. The Head of Applications operates in a complex environment in which applications underpin critical institutional processes and must remain reliable, secure, compliant and responsive to changing needs.

The role leads the full lifecycle of the application portfolio, including strategy, planning, implementation, support, enhancement, supplier management and retirement. It works closely with senior stakeholders and specialist technology, security, architecture, integration, data protection and accessibility functions. The role is accountable for applications and associated services.

All of our roles are designed against the backdrop of our Being Westminster strategy, which sets out the University's strategic aims, priorities and objectives. The University requires all post holders 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.

Job holders are expected routinely to provide reasonable short-term cover for their line manager or colleagues during temporary absence, annual leave or short-term sickness, without additional payment. Any longer-term assumption of materially higher-graded responsibilities will be managed through the University's relevant arrangements.

DIMENSIONS

- Staffing: Leadership and line management of the Applications team, including responsibility for developing the future operating model, capability and resilience of the function.
- Budget: Accountability for application budgets, operational expenditure forecasting, business case input, software licensing and value for money from technology investments.
- Scope: Strategic and operational responsibility for the University's application portfolio and associated suppliers, services, roadmaps and lifecycle governance, excluding institutional data leadership and data functions.
- Hours: 35 hours per week. The post holder may be required to work evenings or weekends where operational, event or project needs demand, by prior arrangement.
- Location: All University appointments are made on the understanding that colleagues may be asked to serve at any of the University's sites should the need arise and must work in accordance with agreed service levels.
- **Professional development:** The University is committed to continuous professional development, and the post holder will be encouraged to participate in professional activities and develop new skills where necessary.



PERSON **SPECIFICATION**

Essential

- Degree-level qualification or equivalent substantial professional experience.

Desirable

- ITIL qualification.
- Agile, product management, project or programme management qualification.
- Relevant cloud, vendor, leadership or management qualification.

TRAINING AND EXPERIENCE

Essential

- Significant successful leadership experience managing applications in a large or complex organisation.
- Significant experience of developing application strategies, technology roadmaps and lifecycle plans.
- Extensive successful experience of delivering and supporting systems, such as finance, human resources, customer relationship management, student or other corporate platforms.
- Experience of leading multidisciplinary technical teams and developing capability, resilience and succession.
- Extensive experience of leading complex technology change, implementation, improvement and retirement activity.
- Good experience of supplier, contract, licence, budget and commercial management including understanding financial management and producing budget forecasts.
- Experience in the effective management of third-party suppliers to achieve desired service levels and value for money.
- Demonstrable experience of successful service improvement within a large complex organisation.
- Experience of delivering successfully within the constraints of a large, complex/multi-site organisation and overcoming associated challenges.
- Proven ability to deliver and respond to high level service demands within a required resource envelope.
- Proven ability to develop and implement successful operational plans.
- Experience in successfully managing services to deliver effectively against agreed expectations and service levels
- Experience of service management in an ITIL-based or comparable environment.
- Experience of engaging, influencing and building trusted partnerships with executive and senior stakeholders.



APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Ability to align application services and investment with organisational objectives and measurable outcomes.
- Strong knowledge of software-as-a-service platforms, cloud technologies and application lifecycle management.
- A good understanding of product management, service management, enterprise architecture and application governance principles.
- Understanding of integration technologies, application programming interfaces and interoperability.
- Knowledge and understanding of identity and access management, cyber security, data protection, digital accessibility, business continuity and disaster recovery requirements as they apply to applications.
- Excellent communication, presentation, influencing, negotiation and stakeholder management skills.
- Ability to lead, coach and motivate a high-performing, inclusive team.
- Strong analytical, problem-solving and decision-making capability in complex and ambiguous environments.
- Strong customer focus and ability to drive continuous improvement, innovation, simplification and automation.
- Strong financial, supplier and commercial management capability.
- Strategic, proactive and future-focused approach.
- Collaborative and inclusive working style, with integrity, professionalism and accountability.
- Results-oriented and committed to excellent, accessible and user-centred services.
- Resilient and able to work effectively in a changing technology environment.
- Commitment to continuous learning and improvement.
- Fully committed to a stimulating learning and working environment that is supportive and fair, based on mutual respect and trust, and in which harassment, sexual misconduct, discrimination and victimisation are neither tolerated nor acceptable.

Other

- Willingness to work outside normal hours on occasion where operational, event or project needs require, by prior arrangement.
- Willingness to provide reasonable short-term cover for colleagues or the line manager during temporary absence

Desirable

- Experience of working in higher education or another complex, highly regulated environment.



- Experience of product or service-based operating models.

Desirable

- Commitment to the wider strategic goals of the University.
- Ability to inspire confidence and motivate others.



FURTHER **INFORMATION**

VACANCY TYPE

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

SALARY

Salary will be £68,582 - £76,466 per annum (Inclu. LWA).

LOCATION / SMART WORKING

This post is based at our Wells Street. Office.

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 vacancies page 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 30 November 2026.

Interview date will be communicated.

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





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