Head of IT Services

Salary: £74,388 - £78,489 per annum (Grade 16)
Contract type: Full-time (36.5 hours per week), Permanent

Well-known within the Welsh Education sector, WJEC is one of the leading providers of trusted qualifications across the UK. We are undergoing an extensive programme of transformation, much of which depends on a careful execution of operational IT strategy, which will be primarily driven by this new Head of IT Business Services role.

Working under direction of the Executive Director: Digital and Transformation, this varied, exciting and interesting role is the principal operational link between IT and the wider organisation. The role-holder will own the functional IT strategy, determining what business processes sit on which system and how those systems can be developed to better service the organisation. You will manage the Business Intelligence, IT Operations and IT Support Desk functions.

Alongside having extensive knowledge of IT, the ideal candidate will be an inspiring leader, who motivates others and has evidence of successful design and delivery of service improvements. They'll be strategic, with good business acumen and will understand nuances of working in regulated sectors with a high dependency on IT systems. They will be an excellent communicator who enjoys cross-departmental working and excels during periods of high-intensity that arise through transformation projects.

This is an exciting new position which offers the right candidate an opportunity to drive improvement across a range of IT functions, making a notable difference to WJEC's ability to deliver qualifications to learners across the UK.

The contract:
This role is a hybrid post, enabling the successful candidate to split their time between WJEC offices and working at home, subject to personal preference and business need. Role-holders should be prepared to work from our Cardiff offices at least once per week. Whilst Welsh language skills would be beneficial, they are not expected in this role.

At WJEC, we pride ourselves in being an inclusive and supportive place to work. We offer a range of excellent benefits including: 25 days annual leave per year (in addition to 16 statutory / additional holidays), free Welsh lessons, a defined benefit CARE pension scheme (LGPS) and numerous family friendly policies.

If you would like to know more about the position or about working for WJEC, please contact Fliss (she/her) via HR@wjec.co.uk who would be more than happy to speak to you.

Please visit our website to download a copy of the job description and application form.

Closing date: Sunday 12 January 2025

JOB DESCRIPTION

Job title	**Head of IT Services**
Department:	Digital & Transformation
Section:	Business Services
Responsible to:	Executive Director: Digital & Transformation
Grade:	16
Location:	Western Avenue, Cardiff - Hybrid

Main purpose of Job:

The Head of IT Services strategically leads our IT business services department. Their key responsibilities include:

- Application Strategy inc. application investment roadmap
- IT Service Delivery – IT Operations and IT Helpdesk
- Business Analysis corporate function
- Testing
- Business Intelligence

The post-holder will provide leadership, vision and direction to our IT business services, ensuring an effective IT service is delivered across the organisation.

Principal Duties and Responsibilities:

Leadership Role

- Lead on the development and implementation of an effective Business Services strategy for WJEC; acting as business systems lead at key decision-making forums such as AMG, taking requirements, prioritising and then delivering back delivery timescales.
- Horizon scan external opportunities, bring back and assimilate into the overall strategy and work plan. These opportunities are both technical and functional.
- Simplify and present concise options and recommendations on investment decisions to influence senior stakeholders on complex strategic matters
- Contribute strategically to the leadership and management of the Digital and Transformation Directorate as well as contributing to cross functional work to support our Directorate and corporate objectives
- Identify KPIs, compile and present formal monthly reporting to the Executive Director – Digital and Transformation regarding performance of the teams under this role
- Set the vision, inspire and lead teams to develop and deliver effective, accurate and agile solutions, focussed on the effective delivery of all services provided by the Directorate
- Work cross functionally to develop, improve, and operationalise new processes in line with the directorate and corporate priorities
- Contribute to other relevant strategic activity, including through engaging with all cross functional departments as required to deliver our organisation objectives / KPIs.

- Provide direct senior leadership for relevant external contracts or service agreements relating to the delivery of operational services.
- Provide line management for IT Service Delivery, Test, Business Intelligence and Business Analysis teams.
- Budget manage for staff and suppliers within scope of the team – this includes the software maintenance budget for all business systems.
- Work closely with the IT Technical Services and PMO departments to deliver change alongside robust service delivery

IT Operations & Helpdesk

- Ensure Helpdesk Services and IT Operations are efficiency organised and delivered.
- Represent the function internally and externally at relevant business forums

Business Analysis and Test

- Ensure Business Analysis meets business requirements and sufficient challenge has been made to optimise process before submission to technical teams.
- Sign off that applications meet business requirements.

Business Intelligence

- Accountability for the Business Intelligence team, ensuring dashboards are available and requirements are prioritised and delivered.

Budgeting and Cost Management

- Take overall accountability and responsibility for effective management of budgets within all areas for the related Business Services teams.

Other

- Lead, motivate and inspire the development of staff to enable delivery of business plans; coaching and mentoring others to nurture talent and grow capabilities
- Be a highly visible and inspirational role model, reinforcing the organisation's core values
- To understand and comply with all WJEC policies and procedures detailed in the Staff Handbook; in particular, ensuring you understand your role and responsibilities in relation to Safeguarding, Information Security, GDPR, Confidentiality, Welsh language and Health, Safety and Environment. Striving to ensure team members are also trained and compliant.
- Participate actively in supporting the principles and practice of equality of opportunity as laid down in WJEC's Equality & Diversity Policy, embedding ED&I into all projects, policies and practices.
- To be a pro-active team-member, contributing positively to meetings and projects in support of WJEC aims and objectives.
- To engage in personal and professional development activities relevant to the role.
- To undertake other duties, as required, which are commensurate with the grade of the post, including deputising for the Executive Director: Digital & Transformation.

Person Specification

Job title:	Head of Business Services
Department:	Digital & Transformation

Highly Desirable criteria are the optimum skills and experience the applicant will ideally have. Desirable criteria are those which would add value to the job if present, and also include potential for growth and development into the role.

Skills and Abilities

Highly desirable
- Excellent communication skills with the ability to interact with and influence a diverse range of stakeholders, ensuring clear and effective information exchange.
- Forward-thinking with good business acumen to enable interpretation, design, delivery and implementation of strategic plans and processes, maintaining organisational effectiveness and efficiency.
- Strong analytical and problem-solving skills, enabling the identification of change needs and implementation of innovative and effective solutions using a range of cost-effective internal and external resources.
- Excellent planning and organising skills; able to prioritise work across multiple stakeholders and departments, meeting conflicting deadlines.
- Statistically astute, with the ability to collate and analyse data; producing reliable infographics to inform business decisions

Desirable
- A proactive and pragmatic approach to risk-management and changing technologies, ensuring the team remains efficient and effective.
- Welsh language skills

Knowledge

Highly desirable
- Understanding of application strategy creation and execution, ideally through a combination of bespoke and COTS applications
- Experience of both on-premise and cloud infrastructure platforms such as Azure and AWS, and have extensive knowledge of Office 365 and Active Directory.
- Good working knowledge of different software systems, client/service architectures and various compatibility requirements.
- Knowledge of project management processes, ideally in application of IT transformation programmes
- Knowledgeable in ITIL best practices, service management and continuous improvement principles.
- Good understanding of Business Process Mapping and its application.

Desirable
- Working knowledge of budget/financial management and analysis.
- Knowledge of the education sector and relevant examination systems

Experience

Highly desirable:
- Evidenced leadership, mentoring and management skills to inspire and develop IT staff across multiple disciplines, ideally within an ITIL framework and in a regulatory sector which has a critical dependence on IT systems
- Practical experience leading IT projects within a full business life cycle.
- Proven experience balancing day to day operations with long term planning and execution of investment
- Prior experience undertaking systems analysis and improvement/change design

Desirable:
- Previous experience managing IT budgets and forecasts; identifying cost-effective resource allocation to meet business needs.
- Experience initiating and maintaining supplier relationships; negotiating contracts and overseeing the performance of third-party services to ensure they align with strategic goals.
- Consultancy experience

Training / Qualifications

Highly desirable
- Degree qualified or relevant work experience.

Desirable
- Project management qualification

Other Requirements

Highly desirable
- Thrives on cross-functional working in a busy and complex environment.

Telerau ac Amodau Gwasanaeth	Terms and Conditions of Service

Teitl y Swydd: **Job Title:**	Head of IT Business Services		
Cyflog: **Salary:**	£74,388 - £78,489 per annum	**Gradd:** **Grade:**	16

Gwyliau Blynyddol:	25 Diwrnod y flwyddyn. Mae CBAC yn caniatáu 16 o ddyddiau statudol/ychwanegol o wyliau yn ogystal ar hyn o bryd.
Annual Leave:	25 Days per annum. In addition, the WJEC currently allows 16 statutory / additional holidays
Pensiwn:	Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol
Pension:	The provision of the Local Government Superannuation Act apply

Math o Gytundeb:	Contract Type:

☒ Llawn-amser / Full Time

☐ Rhan-amser / Part Time   **Nifer yr oriau yr wythnos**
                                   No of hrs per week

☐ Llawn-amser Tymor Cyfyngedig / Full Time   **Diwedd y Tymor**
   Limited Term   **End of Term**

☐ Rhan-amser Tymor Cyfyngedig / Part Time   **Diwedd y Tymor**   /   /
   Limited Term   **End of Term**

                                               Nifer yr oriau yr wythnos   36.5
                                               No of hrs per week

Dull Ymgeisio:	Method of Application:

Dylid anfon ffurflenni wedi'u llenwi ar e-bost at ad@cbac.co.uk erbyn dydd Sul, 12 Ionawr 2025.

Completed forms should be sent by email to hr@wjec.co.uk by Sunday 12 January 2025.