UNIVERSITY OF OXFORD

Director of IT Services

Candidate Information Pack

McLEAN Partnership

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit
www.ox.ac.uk/about/organisation.

About the University of Oxford

1st

Ranked first in the world in the Times Higher Education (THE) World University Rankings for 2017 to 2024. A record eight consecutive years.

26,000

There are more than 26,000 students at Oxford, including 12,470 undergraduates and 13,920 postgraduates.

23,000

People applied to Oxford in 2024 with only 3,245 places available. Entry to undergraduate courses at Oxford continues to be competitive.

68%

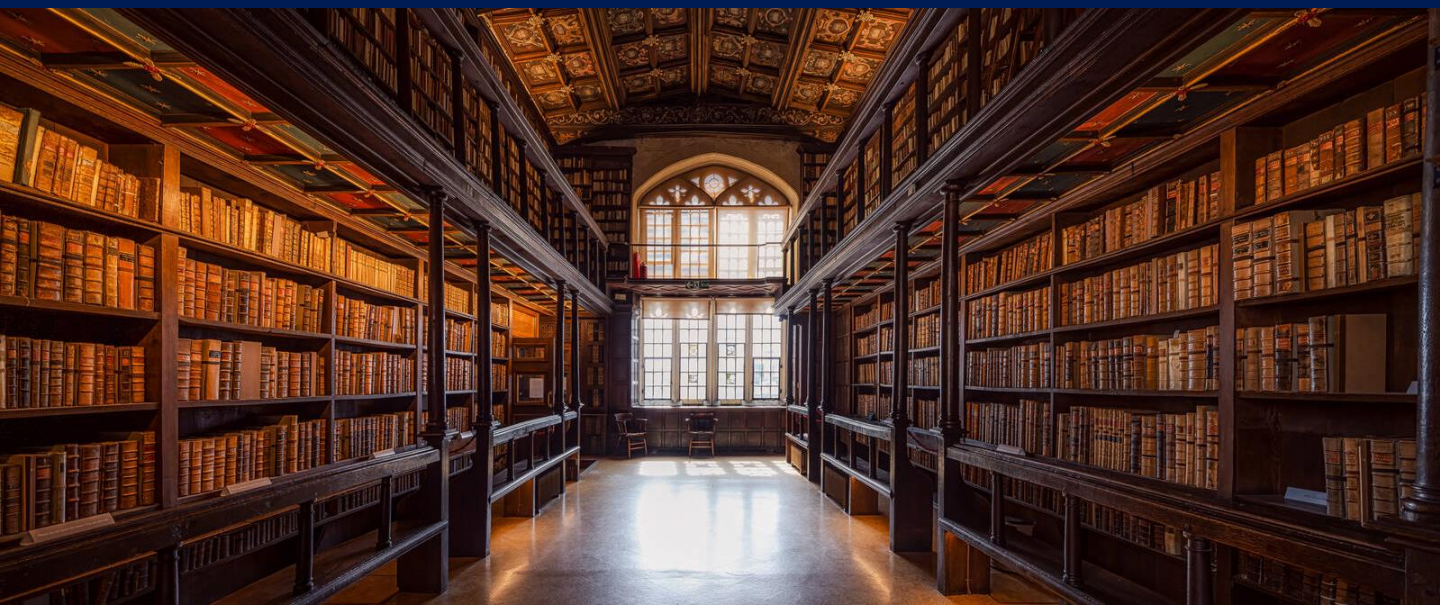
Of UK students admitted in 2022 were from the UK school state sector, making the majority of undergraduate students.

160

Students come to Oxford from more than 160 countries and territories (as of 1 December 2022).

46%

Of our total student body is made of International students - around 12,075 students



University Administration and Services

The central administrative sections of the University are collectively called University Administration and Services (UAS). UAS comprises structures to:

- Support the University's core academic purposes of teaching, learning and research
- Ensure the University can meet the requirements of government, funding bodies and other external agencies
- Facilitate the attainment of the objectives set out in the University's Strategic Plan.

UAS comprises University-wide functions, encompassing the key areas of academic administration, research services, finance, personnel, estates, IT services and external affairs as well as a number of other functions.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: http://www.admin.ox.ac.uk

Digital at Oxford

As part of its long-term commitment to digital transformation, the University of Oxford is making its systems and services more connected, more secure and more efficient, investing in networks and infrastructure, robust digital governance, enhanced cyber security, data and identity management, new digital communications platforms, and much more.

The University's IT Services function has evolved into 'Digital and Information Services' incorporating and developing its capabilities across Digital Governance, Cyber Security, Research Computing, Data, and its core operational IT Services function.

Digital and Information Services (DIS), headed by the University's Chief Digital and Information Officer has a central resource of over 450 staff, with additional, devolved divisional, departmental, and college resources.

IT Services ensures that the University of Oxford has the robust, reliable, and high-performing operational IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning. IT Services incorporates the following resources:

- **Customer Services**, which provides the main central IT support services for the University, including the Service Desk, and access to site-licensed or discounted software.
- The **Programme and Project Delivery Group** (PPDG) which manages the major programmes and projects that deliver large-scale IT-enabled change for the University.
- **Infrastructure Services**, which is responsible for the platforms and infrastructure that underpin the University's digital services.
- The **Software Solutions Group***, which provides services to design, build/configure, test and deploy applications and software.

Our aim is to attract and retain a workforce that is diverse, skilled, creative, and committed. We encourage flexibility in how we work, and welcome part time and flexible working arrangements. As a department we encourage a culture where we respect each other, are accountable for what we do, where we collaborate, give and receive constructive feedback and challenge one another.

IT Services is a place where we value and recognise both our own and the contributions of others. By doing so we want to create a great culture to work in and a place where we all feel we belong.

For more information please visit: http://www.it.ox.ac.uk/

The Role

Job Title	Director of IT Services
Division	University Administration & Services
Department	IT services
Location	Central Oxford
Hours	Full time
Contract	Permanent
Reporting to	Chief Digital and Information Officer (CDIO)

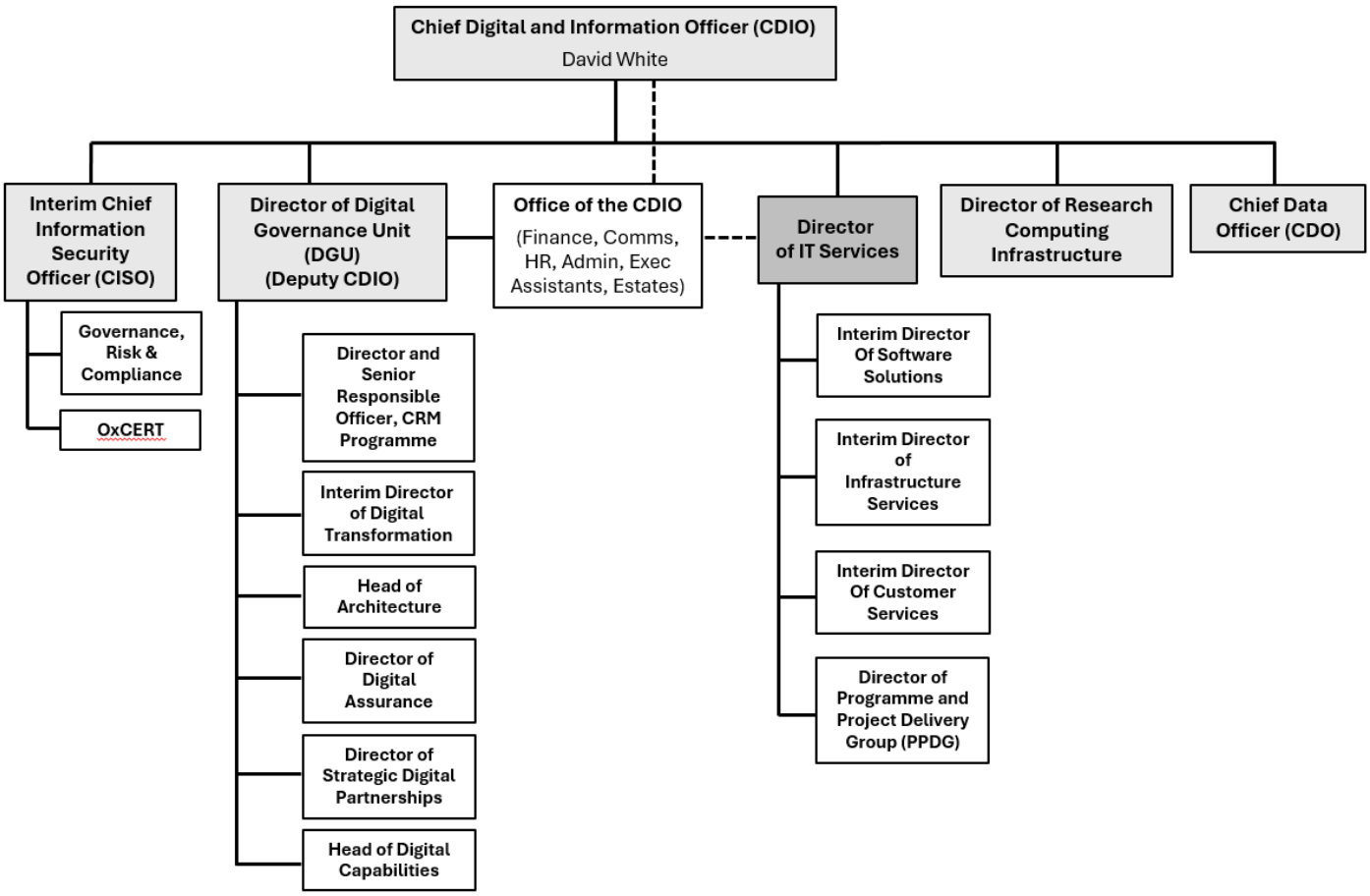
The University of Oxford is seeking a Director of IT Services to lead the teams that provide our IT infrastructure, project delivery, and helpdesk services. It is a role with genuine scope and impact: the postholder joins Oxford's newly restructured digital and information leadership team, with a remit to reform and enhance our services.

IT Services is the largest unit within the University's newly formed group of digital and information services, led by David White, the Chief Digital and Information Officer (CDIO). The Director of IT Services reports to the CDIO and is one of five senior leadership roles in the group, alongside the Deputy CDIO (who also leads the Digital Governance Unit), the Chief Data Officer, the Chief Information Security Officer, and the Director of Research Computing. This executive team provides collective leadership of the University's digital, data, and information services, and the postholder will be expected to help shape that agenda beyond the boundaries of their department.

The University has adopted a new model for digital delivery in recent years. Five portfolios for digital services have been created to direct strategy and improvements. These cover: Education; Research; Administration; Engagement and Dissemination; and Technology. A new Digital Shared Leadership Group has been established to bring together leadership from Digital and Information Services with the academic divisions and colleges, to agree shared priorities and drive improvements. Together these changes mark a shift, so that digital priorities are no longer set by IT teams alone, but according to the academic and professional needs of the collegiate University.

A funding envelope for digital investment has been agreed for 2026–29, which will be delivered through a Digital Plan setting out annual priorities and milestones. The key priority during this period will be to build the shared digital platforms and services needed for the AI era, with strong cyber security, modern networking and infrastructure platforms, effective data and identity services, and responsive delivery of services led by user need and organisational priorities.

The Role (continued)



Responsibilities

Vision and Strategy Development

- As part of the CDIO's executive team, to develop and articulate the University's digital goals, and ensure that IT Services teams are aligned with these.
- Drive the implementation of agreed strategy and policy across your areas of activity.
- Review the services and operating model of IT Services in light of the new delivery model and the University's Digital Plan and lead the implementation of appropriate changes.
- Work with the Chief Data Officer, the CISO, and the Director of Research Computing to establish effective collaboration, shared standards, and coherent service boundaries across the Digital and Information Services group.
- Ensure that your senior team and all staff working in IT Services have clarity of purpose and understand the wider context of their work and how their contribution is important, thereby promoting a culture of shared commitment to the University.
- Be an active member of the Digital Shared Leadership Group, working with our colleagues from the academic divisions and colleges to identify and make improvements, to enable positive change, and to improve cohesion in digital and IT provision across the University.

Governance and Assurance

- Review and ensure effective service continuity and disaster recovery arrangements for the University's digital services, covering both on-premise and SaaS platforms, including testing of those plans.
- Work closely with the CISO, Information Compliance, and other colleagues to ensure that technology solutions are secure through design and that processes are in place to minimise cyber risk.
- Work closely with the DGU and Enterprise Architect to ensure that the technology solutions adopted meet the University architectural requirements.
- Act as the primary liaison between IT Services and the Information and Digital Committee (IDC) and attend other University Committees as required.

Stakeholder Engagement

- Engage with university leadership, academic divisions and departments, colleges, IT staff, and external partners to build trust and collaboration, so that IT Services is regarded as a trusted provider and partner.
- Develop a good understanding of the wide range of user needs across the organisation, and ensure that the user voice is well understood and articulated across your teams.
- Ensure that IT Services technology initiatives to be rolled out to the wider collegiate University are deliverable and that business change and communications are well managed.

Responsibilities (continued)

Stakeholder Engagement

- As agreed with the CDIO, represent the University on national and international groups.
- Maintain effective links with the wider sector and technology industry to identify trends, issues, and emerging technologies.

Operational Management

- Manage the day-to-day professional services in IT Services, ensuring high-quality support for customers, and efficient and effective service delivery.
- Lead and actively manage the team's engagement with the new Delivery Model so that IT Services are perceived by customers as agile, enabling, and valued partners.
- Inspire your teams to maximise their contributions, monitoring and reviewing performance and progress, and ensuring that staff develop a clear understanding of customer requirements.
- Build a resilient team with expertise, and develop a steady pipeline of talent and future leaders and specialists.
- Contribute to the setting of people policy, standards, and procedures across the Digital and Information Services group, and take decisions in HR cases affecting IT Services staff.
- Lead in building the professional and personal development of your teams, promoting excellent performance and wellbeing.
- Ensure that operational and capital budgets are adequately developed, tracked, and controlled, with clear and timely reporting to key stakeholders.
- Work closely with the CDIO and others in their executive team to ensure that the combined resources across the digital and information services group are well coordinated, cost-efficient, and leveraged to best advantage.
- Discharge Head of Department responsibilities for IT Services, including accountability for health and safety compliance.

Person Specification

Experience and Knowledge

- Significant experience of leadership and management within large and complex organisations, especially those with devolved/distributed internal models for service delivery.
- Significant experience of service delivery where strong partnership working is required.
- Extensive experience in IT service delivery, including best practice approaches and a strong understanding of modern digital platforms and infrastructure.
- Strong track record of leading successful organisational change, through projects and programmes, and by continuous improvement.
- A track record of identifying and managing risk effectively.
- Understanding of the implications of technology change for a research and teaching organisation. Direct experience of roles in the higher education sector is desirable but not essential.

Core Competencies

- A strategic forward-thinker, able to articulate and pursue a clear vision of the future of digital services, combined where needed with a pragmatic approach to achieve this.
- An innovative problem-solver, able to identify and leverage new technologies and methodologies to advance the University's digital capabilities.
- A developer of people and teams, able to build and inspire a senior team, raise performance standards, and create an inclusive culture in which staff do their best work.
- Skill in engagement with a wide range of stakeholders, including university leadership, senior peers, technical and professional specialists, service users, and external partners.
- A highly effective communicator, able to articulate and promote your vision, goals, and progress to different audiences.
- Commercial and financial acumen with experience of managing supplier partnerships, with accountability for substantial operational and capital budgets.
- A demonstrable commitment to user experience, customer service, and quality.

How to Apply

The University has engaged McLean Partnership to support this recruitment. Applications can be submitted via email to **oxford@mcleanpartnership.com** and should consist of a **CV** and **a supporting statement**. The supporting statement should outline your motivation and interest in the role and explain how you meet the selection criteria for the post using examples of your skills and experience.

Please contact Caius Freeman or Paul Soothill at **oxford@mcleanpartnership.com** for an informal discussion about the role. All enquiries will be treated in strict confidence; they will not form part of the selection decision.

The closing date for applications is 12:00noon GMT on Thursday 12th November 2026.

Initial Interviews: 23rd November 2026*
Client Interviews: 9th December 2026*

*interview dates are subject to change.

The University and colleges welcome applications from candidates who have a disability or long-term health condition and are committed to providing long term support. The University's disability advisor can provide support to applicants with a disability, please see https://edu.admin.ox.ac.uk/disabilitysupport for details.

Please let us know if you need any adjustments to the recruitment process, including the provision of these documents in large print, audio or other formats. If we invite you for interviews, we will ask whether you require any particular arrangements at the interview. The University Access Guide gives details of physical access to University buildings https://www.accessguide.ox.ac.uk

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