

# Enterprise director

## Role brief

|                        |   |
|------------------------|---|
| <b>Directorate</b>     | Jisc technologies   |
| <b>Base location</b>   | Harwell   |
| <b>Grade</b>           | A   |
| <b>Job level</b>       | 20  |
| <b>Job family</b>      | Service and project delivery  |
| <b>Date</b>            | December 2016   |
| <b>Reports to</b>      | Executive director, Jisc technologies   |
| <b>Responsible for</b> | Head of trust and identity, shared data centre manager, cloud services group manager, media services group manager. |

### 1. Background

Jisc is the UK higher, further education and skills sectors' not-for-profit organisation for digital services and solutions. We operate shared digital infrastructure and services; negotiate sector-wide deals with IT vendors and commercial publishers; and provide trusted advice and practical assistance for universities, colleges and learning providers.

This role is in the Jisc technologies directorate that provides digital services to our members and customers, ensuring that our capabilities and expertise are applied cost-effectively and imaginatively.

This role ensures that an extensive range of services is maintained and developed that meets the needs of our members and customers.

### 2. Purpose and scope

The enterprise division provides a wide portfolio of services that support our members' and customers' business needs.

The post-holder will manage the lifecycle of the portfolio and identify and provide new services to respond to the needs of our members and customers.

### 3. Key accountabilities and role outputs

Responsibilities will be expected to be developed and finalised over time and will include but will not be restricted to:

- Lead and motivate the staff in the enterprise division, providing overall leadership and development to ensure consistently high employee engagement and overall team performance
- Ensure that the portfolio of services provides a coherent and attractive solution to our members' and customers' needs
- Maintain senior relationships with our members and customers to ensure that they are supportive of the longer term direction of the portfolio of services
- Direct the complex programme of activities required to design and implement changes to the portfolio of services and harness the required resources from across the directorate and from external partners
- Manage senior relationships with suppliers and partners with an interest in service provision to obtain the best solutions

- Maintain senior relationships with government and peer organisations in the UK and abroad to ensure that our, and our members', interests are best represented
- Develop, agree and manage the Janet infrastructure division budget (ca. £5m p.a.), ensuring that resources are appropriately targeted, expenditures are controlled and excellent value for money is achieved
- Shape the development of wider Jisc strategies to ensure that the key issues relating to the provision of services are fully included
- Develop, agree and implement an annual plan for the area of responsibility consistent with Jisc's overall business strategy, ensuring that appropriate business targets, KPIs and other success measures are clarified
- Proactively assess performance and outcomes in area of responsibility, identifying inefficiencies and driving performance improvement across the network

## 4. Skills, knowledge and experience

|                | Essential   | Desirable   |
|----------------|---|---|
| Qualifications |   | Good honours degree or equivalent.<br>Certification in ITIL or similar. |
| Experience     | Extensive experience of developing, managing and leading services and complex programmes of work in this area.  |   |
| Knowledge      | Extensive knowledge of service provision and the management of suppliers to ensure compliance with service level agreements.<br>Understanding of public procurement issues and rules.   | A good appreciation of the environment in which the company operates.   |
| Skills         | Excellent people management skills, to inspire and motivate staff to set the right working climate and provide leadership to the wider organisation.<br>Strong influencing and negotiating skills.<br>Strong analysis and problem solving skills.<br>Ability to anticipate change and adapt to new situations and issues to exploit potential opportunities.<br>Strong financial management skills including the development and management of budgets for strategic and longer term needs. |   |

## 5. Key contacts

- Senior colleagues across Jisc
- Senior staff in member, government, peer and supplier organisations

**Important additional information**

The executive director, Jisc technologies will discuss all elements of the role brief with the appointee on appointment and after six months, recognising that some elements may need changing.

The above is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post-holder may have.