

THE UNIVERSITY OF MANCHESTER
PARTICULARS OF APPOINTMENT
PROFESSIONAL SERVICES
DIRECTORATE OF IT SERVICES
IT SERVICES
IT TEAM LEAD (INFRASTRUCTURE/SYS ADMIN)
VACANCY REF: PSX-018094

Salary: £42,149 to £51,799 per annum (depending on experience)

Hours: full time

Duration: Permanent

Location: Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Name: Philip Twiss Infrastructure Manger

Email: philip.twiss@manchester.ac.uk

Overall purpose of the job:

The IT Team Lead (ITL) will be responsible for the optimisation of performance of people including; determination of capabilities, allocation of tasks, setting clear direction and priorities. Working closely with staff to offer support, guidance and motivation, whilst managing performance against agreed objectives.

The IT Team Lead will manage individuals and teams, allocating responsibilities and/or packages of work, including supervisory assignment responsibilities and delegating responsibilities as appropriate. Setting performance targets and monitors progress against agreed quality and performance criteria. Providing effective feedback, throughout the performance management cycle

to ensure optimum output from staff and teams and will provide input in to formal processes such as reward and recognition and disciplinary procedures as required.

Working proactively to ensure effective working relationships within the team and with those whom the team interacts with. Providing support and guidance as required, in line with individuals' abilities. In addition they will advise individuals on career paths, and encourages pro-active development of skills and capabilities acting as a mentor to support professional development.

Key Responsibilities, Accountabilities or Duties:

- Lead, organise, motivate and direct the work of the team so that its objectives are met and it is operating efficiently and effectively.
- Allocates responsibilities, including managing assignments and prioritises the order of work to groups of staff, ensuring that all work is aligned with the particular skills and abilities of individuals and teams.
- Delegates work as appropriate, to individuals and teams, taking full account of skills and capabilities.
- Responsible for activities associated with the team's delivery of relevant statutory obligations and external requirements, including reporting.
- Optimises the performance of people, measuring and reporting on performance against agreed quality and performance criteria. Gives regular feedback to teams and senior staff as to team performance.
- Deputise for senior colleagues as required

People Management/Collaborative working

- Conducts formal appraisals of the performance of team members. Facilitates a regular dialogue with team members about expectations, progress, performance and development needs.
- Facilitates effective working relationships within and between teams of staff. Motivates groups of staff and teams towards a high level of performance. Engages with, and empowers groups of staff. Acts as a role model for groups of staff, setting a standard, acting professionally at all times and working to a professional code of conduct and ethics.
- Advises individuals on career paths, and encourages pro-active development of skills and capabilities. Provides mentoring to support professional development.
- Participates, as appropriate, in formal processes such as reward and recognition, grievance procedures, and disciplinary procedures.

IT Services Responsibilities, Accountabilities and Duties

- In addition to University provided training and development, you will undertake sufficient personal and professional development as required, ensuring skills and knowledge are up to date so that the role is performed to the required competency level.
- All staff are required to ensure they maintain an understanding of the Target Operating Model (TOM) and the overall strategic direction of IT Services.
- You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.
- Responsible for compliance with and promotion of university policies, procedures and requirements at all times - in particular those relating to health and safety; equality, diversity and inclusion; and information governance. Embed these within day to day working practices and ensure they are managed effectively.
- You will actively work to ensure knowledge sharing amongst colleagues to avoid single points of failure.

PERSON SPECIFICATION

Essential/Desirable Experience, Knowledge and Capabilities

Qualifications/Experience/Knowledge/Capability	TYPE	Essential	Desirable
Previous relevant work experience and a degree/professional qualification or substantial experience in a similar role	Qualification/ Experience	YES	
Proven record in effectively leading and managing a team with evidence of setting and achieving clear objectives and performance goals.	Experience	YES	
Demonstrable experience of strong leadership and decisiveness in making decisions and a willingness to exercise formal duties as required	Experience	YES	
Knowledge and understanding of how IT systems can support and enhance service delivery, with knowledge and experience of IT systems relevant to the role	Knowledge	YES	
Aware of the process and methods to enable the effective and efficient routine deployment of resources.	Knowledge		YES
Awareness of the University behavioural framework and ensure these are role-modelled in own behaviours.	Knowledge	YES	

The ability to effectively build teams and motivate staff within an ethos of individual and collective responsibility.	Capability	YES	
Capable of optimising the performance of individuals and teams, measuring and reporting on performance against agreed quality and performance criteria.	Capability	YES	
Practised in methods and techniques for appraising an individual's performance and potential, feeding back and putting in place appropriate learning and development plans.	Capability	YES	
Ability to manage episodes of unsatisfactory behaviour or performance, in accordance with appropriate policies.	Capability	YES	
The ability to represent the University internally and externally at all levels.	Capability		YES