

**THE UNIVERSITY OF MANCHESTER**

**PARTICULARS OF APPOINTMENT**

**PROFESSIONAL SERVICES**

**DIRECTORATE OF IT SERVICES**

**HEAD OF DATA PLATFORMS**

**VACANCY REF: PSX-027055**

<b>Salary:</b>	Grade 8 £58,596 to 69,757 per annum, (including market supplement of up to £18,243)
<b>Hours:</b>	Full time
<b>Duration:</b>	Permanent
<b>Location:</b>	Oxford Road, Manchester

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**Purpose of the Job:**

IT Services at the University leads the charge in harnessing technology-based services to elevate research, teaching, and administrative efficiencies. We are at the forefront of transformational change, driving innovation through strategic data management and analytics.

The role of Head of Data Platforms in ITS is crucial, tasked with steering the University towards becoming a data-driven leader in academia. This pivotal position will not only oversee the orchestration of our core systems' data architecture but also ensure the robust integration of our data and analytics platforms. These efforts are key to unlocking the full potential of data across institutional operations and academic pursuits.

**Key Responsibilities:**

- **Data Strategy Leadership:** Expertly guide the development of a comprehensive data management strategy that aligns with the University's objectives, ensuring a seamless understanding and utilisation of data as a critical asset. Spearhead the implementation of a master data model to standardise and elevate the integrity of core systems of record.
- **Master Data and Integration Management:** Lead and guide in the establishment and governance of a master data framework that serves as the single source of truth across the institution. Lead the transformation of our integration layer and its supporting operation to support this model, employing modern integration techniques and technologies that enhance data accuracy and accessibility.

- **Database Technology Transformation:** Drive the modernisation of our database technologies to streamline and rationalise our systems through the adoption of SaaS applications. Lead the consolidation and integration of OLAP and OLTP databases, embracing both SQL and NoSQL standards, and exploiting advanced cloud platforms such as Nutanix to enhance scalability and performance.
- **Analytics and Platforms Oversight:** Lead the management and advancement of data and analytics platforms, ensuring they are capable of supporting extensive data ingestion and facilitating access to major intelligence and reporting tools (MIBI). This includes optimising data warehousing, analytics, and visualization tools to meet the diverse needs of our stakeholders in research, teaching, and administration.
- **Innovation and Emerging Technologies:** Drive innovation by leveraging data to support the adoption and integration of emerging technologies, including AI. Explore and implement cutting-edge solutions that align with the University's strategic goals, enhancing our capability to lead in the academic sector.

This role is instrumental in transforming our data capabilities into a strategic asset that supports academic excellence and innovation, thereby empowering the University to maintain and expand its leadership in the higher education sector.

#### **Key Responsibilities, Accountabilities or Duties:**

##### **Strategic Leadership and Vision:**

- **Develop a Comprehensive Data Management Strategy:** Formulate a strategic plan that outlines how data will be managed and made available across the University to drive decisions, enhance operations and improve academic outcomes.
- **Implement a Master Data Model:** Establish and deploy a master data model that ensures consistency, reliability and accuracy of data across all core systems of record.
- **Stakeholder Engagement:** Regularly engage with key stakeholders across the University to align the data management strategy with diverse academic and administrative needs and objectives and the broader institutional data strategy.

##### **Division Management:**

- **Oversee the data-centric elements of the division,** including databases, data integration, master data management and analytics teams.
- **Manage the overall pay and non-pay budgets for data-related teams,** ensuring optimal allocation of resources.
- **Foster a culture of innovation, collaboration, and continuous improvement.**

### **Master Data & Integration Management:**

- Governance and Framework Establishment: Set up governance structures and processes to manage data integration, accuracy, accessibility, and privacy; establish a master data framework as the institutional standard.
- Integration Layer Transformation: Oversee the redesign and modernisation of the integration layer to support the master data framework using the latest integration technologies and practices, adopting cloud technology and overseeing resulting changes to operation and service economics.
- Integration Best Practice: Drive adoption and adherence to integration best practices in architecture, engineering and operation.
- Support the business in driving accuracy and integrity of data within systems of record.

### **Database Technology Transformation:**

- Database Consolidation and Rationalisation: Lead efforts to consolidate and rationalise database systems through strategic SaaS application integration.
- Standards Adoption: Ensure adherence to the latest SQL and NoSQL standards to facilitate flexible, robust and scalable database solutions.
- Cloud Platform Utilisation: Strategically utilise cloud platforms to optimise database performance, scalability and cost-efficiency, enhancing data management capabilities.

### **Analytics Platform Evolution:**

- Data Warehousing and Analytics Management: Manage and enhance the University's data warehousing and analytics platforms to support complex data ingestion and robust analytics capabilities.
- Tool and Platform Optimisation: Continuously assess and optimise data visualisation and reporting tools to ensure they meet the evolving needs of users across the University.
- User Access and Training: Ensure that users have seamless access to necessary data and are trained on leveraging analytics platforms for maximum benefit.

### **Innovation & Emerging Technologies:**

- Emerging Technology Integration: Explore and integrate emerging technologies such as AI to enhance institutional capabilities and create new opportunities for academic and operational innovation.
- Vendor Collaboration: Collaborate with technology vendors and industry experts to stay ahead of technological advancements and assess their applicability to the University's needs.

- Pilot and Scale Innovations: Pilot new technologies and scale successful innovations across the University, ensuring they align with long-term strategic goals.

### **Line management responsibilities, accountabilities and duties**

- Manages, supports and guides the work of groups of staff in line with organisational strategy.
- Allocates responsibilities and assigns packages of work to groups of staff. Ensures that work packages are aligned with the skills and abilities of teams. Supports teams in the delivery of work packages. Delegates work to individuals and teams, taking full account of skills and capabilities.
- Integrates staff into teams to perform packages of work, taking account of individual and team capabilities. Considers the importance of skill mix within teams and is sensitive towards team dynamics.
- Optimises the performance of people, measuring and reporting on performance against agreed quality and performance criteria. Collects data on the performance of groups of staff. Gives regular feedback to teams and individuals on performance against agreed work.
- Conducts formal appraisals of the performance of team members. Facilitates a dialogue with team members about expectations, progress, performance, and development needs. Participates, as appropriate, in formal processes such as compensation negotiations, grievance procedures, and disciplinary procedures.
- Facilitates effective working relationships within and between teams of staff to ensure high levels of cross-team collaboration. Motivates groups of staff and teams towards a high level of performance. Engages with and empowers groups of staff.
- Promotes and communicates the IT Services Practice Charter and University values, ensuring that these are embedded within the team and are used to make value-based decisions. 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 coaching and mentoring to support professional development.
- Manages probationary periods, setting out the requirements of the job, monitoring progress (e.g., regular meetings) and reacting to variances from expectations, organising training and development as required within appropriate timescales.
- Manages teams involved in significant transformation projects and/or during times of change, aligning change programmes with staff skills and capabilities. Supports staff, through difficult and challenging change programmes.

**IT Services responsibilities, accountabilities, and duties**

- You will be expected to demonstrate a commitment to the [IT Services Practice Charter](#) and the University’s [values](#). The University of Manchester values a diverse workforce and welcomes applications from all sections of the community.
- You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.
- To deputise for senior colleagues as required.
- Be available to provide leadership for priority incidents when the need arises which could be outside of standard hours.

**Person specification**

<b>Experience/education/qualification background:</b>	<ul style="list-style-type: none"> <li>• Extensive experience in a similar data-focused role, preferably in an academic or research-focused organisation.</li> <li>• Proven track record in data strategy development, data governance and managing large-scale IT projects.</li> <li>• Extensive experience of data management, integrations and data storage and analytics solutions.</li> <li>• Excellent communication, organisational and problem-solving abilities.</li> <li>• Experience with cloud technologies, AI, machine learning and advanced data analytics.</li> <li>• Prior experience in an academic or research-intensive environment.</li> </ul> <p>Desirable qualifications: Advanced degree in Data Science, Computer Science or a related field.</p>
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Competency (Professional, technical or behavioural)	Level
<b>Inclusive Leadership:</b> Able to encourage and inspire others to act inclusively, to engage and value the diversity of thought and background within and beyond their teams and practice an inclusive approach.	Expected behaviour
<b>Big data:</b> The discipline associated with data sets so large and/or complex that traditional data processing applications are inadequate. The data files may include structured,	Expert in

<p>unstructured and/or semi-structured data, such as unstructured text, audio, video, etc. Challenges include analysis, capture, curation, search, sharing, storage, transfer, manipulation, analysis, visualisation and information privacy.</p>	
<p><b>Analytical tools:</b> Analytical, statistical and machine learning tools appropriate to the organisational environment. Able to apply these tools and techniques to meet the requirements of stakeholders.</p>	Expert in
<p><b>Data Handling:</b> The ability to harvest, clean, curate, manage, process and manipulate data in a variety of formats.</p>	Expert in
<p><b>Metrics:</b> The collection, analysis and application of historical and synthetic measurements in the estimation of IT activities.</p>	Expert in
<p><b>Stakeholder Engagement:</b> Establishing relationships, analysing perspectives and managing stakeholders from a variety of backgrounds and disciplines. Adapting stakeholder engagement style to meet the needs of different audiences. The identification of key business stakeholders and an assessment of their level of power and interests, and their perspectives to inform the way(s) in which they should be considered and managed.</p>	Proficient in
<p><b>Information and data visualisation/presentation:</b> The ability to visualise and present information and data in an appropriate format that helps stakeholders understand the significance of the information and data.</p>	Proficient in
<p><b>Machine learning tools and techniques:</b> Knowledge and understanding of the development of intelligent agents, able to mimic cognitive functions, react to stimuli, and improve automatically through experience and by the use of data.</p>	Proficient in
<p><b>Budgets:</b> Principles, methods, techniques and tools for the preparation and monitoring of budgets to manage costs and ensure cost-effectiveness and value for money.</p>	Proficient in
<p><b>Project planning and control techniques:</b> Methods and techniques associated with planning and monitoring progress of projects.</p>	Proficient in