



Job title	Head of Integration	Job family and level	APM Level 6
School/ Department	Digital & Technology Services (DTS)	Location	Kings Meadow Campus / Hybrid

Purpose of role

The **Enterprise Integration Service (EIS)** is led by Digital & Technology Services and managed by the university's digital partner, CGI. It is a hybrid service with both CGI and DTS staff working together to design, build and deploy re-usable APIs and to support the ongoing maintenance and performance of the platform.

The **Head of Integration** will report into the Associate Director of Projects and Programmes to manage the contract with the Digital Partner and lead the integration service across the university. This will involve working in a matrix management structure to lead a team of integration specialists and engineers assigned to cross-functional teams who will design, build and deliver integrations that contribute towards achieving the university's overarching vision and strategy. You will lead and inspire the team and be responsible for the continuous improvement of the Integration Service capability.

The **Head of Integration** will be passionate about all aspects of the integration lifecycle from requirements to deployment and maintenance. You are an IT/digital leader and experience technical specialist with a track record of managing high performing teams within a matrix organisation and achieving successful change in fast paced enterprise environments.

You will also possess significant experience of designing and implementing integrations, as well as experience of operating within an agile delivery environment. You will lead and inspire a team to create and maintain a collaborative growth community with a common purpose, adding continual value and confidently driving delivery of transformational business change at pace for the global university.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Lead and inspire the Integration Services team. Create the context for a high performing team and exhibit model leadership behaviours:</p> <ul style="list-style-type: none"> Ensure that staff have clarity of purpose, understand the wider strategy and context in which they work, why their contribution is important and are focused on results Ensure that staff have the know-how, resources, environment and support necessary to achieve results in an effective manner Use evidence-based approaches to drive continuous improvement Foster excellent team-work, removing constraints and enhancing effective working across boundaries within DTS and other parts of the global university 	20%
2	Vision & Strategy:	20%

	<ul style="list-style-type: none"> • Be recognised as an Integration Specialist within the university, able to build relationships with senior stakeholders to identify opportunities to add value • Define the vision, strategies and ways of working for the Enterprise Integration Service and communicate with senior stakeholders across the organisation • Ensure that the team adopts a user centric/customer focused approach • Ensure a systematic approach is adopted to the integration processes across both Agile and Waterfall delivery methods • Champion the value and purpose of the Enterprise Integration Service across the wider university and externally where relevant • Establish/maintain links with external Integration teams and services (both HE & commercial organisations) to ensure that UoN maximises the sharing of best practice and is also aligned with industry standards • Take accountability for reviewing, measuring and being able to demonstrate improvement in the quality and maturity of services that have been designed and implemented across the Enterprise Integration Service 	
3	<p>Ways of Working:</p> <ul style="list-style-type: none"> • Lead the 'cradle to grave' strategy and approach for integration services on projects, through the various stages - procurement, business cases, requirements, design, build and deploy – including, where appropriate, tri-campus integration planning and execution • Plan, estimate and allocate resources to integration projects or changes and work with the Integration Service to enable them to plan and prioritise the resources available within the service • Work with the engagement leads and business partners to schedule projects/change activities that require Integration Service capability • Lead and manage the work and resources to deliver both strategic and tactical integrations for the university, either through projects or as part of the strategy to build reusable APIs and to convert legacy point to point integrations • Be the Product Owner and contract lead for the Integration Service ensuring we deliver value for money • Challenge and address data-related issues early in the project lifecycle and ensure synergy with the Enterprise Architects regarding common data models • Take accountability for delivering Integration work packages to meet quality and time commitments, identifying and managing dependencies across the full project portfolio • Clear any roadblocks that prevent developers, testers, analysts and engineers from delivering • Facilitate effective interactions with vendors and stakeholders, ensuring timely resolution of issues and avoiding prolonged pursuit of failing solutions 	25%

	<ul style="list-style-type: none"> Clarify the scope and number of integrations required for projects, preventing scope creep and additional change requests 	
4	<p>Enterprise Integration Service Capability & Maturity:</p> <ul style="list-style-type: none"> Implement the recommendations for improvement of the Enterprise Integration Service framework/operating model. Regularly review to identify opportunities for growth and improvement Align the project and technical teams to the strategy approach and target operating model of successful design, build and deployment of integrations in order to deliver solutions that are portable, robust, safe and secure Encourage the team to own the integration design, build and delivery and develop good customer service practice Define and introduce roles as required that meet the needs of a rapidly changing environment and that enable a talent pipeline across all levels of experience Establish and maintain a Community of Practice to increase the maturity and capability of the function, focusing on creating a collaborative growth community with a common purpose Define operating standards, patterns and guidelines and ensure they are consistency applied Mentor, challenge and grow team members to allow them to be the best they can be Ensure the smooth transition of integrations into business as usual to realise benefits Ensure that the role of the Enterprise Integration Service and the team are understood, recognised and valued 	25%
5	<p>Expertise:</p> <ul style="list-style-type: none"> Be passionate about the Enterprise Integration Service – champion its value to build awareness and understanding at a strategic level Be the Technical Lead for projects and risk owner for integration delivery Be recognized as an Integration Specialist within the wider organization and build effective relationships with senior stakeholders Keep abreast with best practices and new trends 	10%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Extensive experience of the integration lifecycle, from requirements to deployment and maintenance, provision of technical expertise and guidance on integration methodologies, tools, and practices • Able to work effectively with cross functional teams in a matrix organisation and motivate autonomously without formal authority • Proven problem-solving skills and willingness to get the job done • Strong negotiation and influencing skills • Excellent ability to communicate and explain complex issues in clear, concise, persuasive language both verbally & in writing • Empathetic and with strong interpersonal skills • Highly adaptable and flexible. Able to adjust quickly to new situations & changing priorities • Ability to facilitate workshops and lead others through complex problem-solving challenges • Able to understand and manage the expectations of a range of stakeholders • Strong organisation and planning skills • Able to work under pressure to tight deadlines • Commercial and customer focused 	
Knowledge and experience	<ul style="list-style-type: none"> • Proven experience in a leadership role overseeing integration projects / initiatives with proven ability to create high performing teams • Strong technical background with significant expertise in integration technologies • Experience of establishing standards, ways of working/processes for Integration Services • Track record of contributing to successful bespoke programmes, projects and products • Experience of working with external suppliers • Experience of working in an IT environment 	<ul style="list-style-type: none"> • Track record of implementing integrations within a complex organisation • Familiar with the HE context/ environment • Experience working with external suppliers, managing large scale contracts
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> • Formal degree/professional qualification in a relevant subject or with equivalent additional experience • Recognised leadership qualification <i>or</i> with equivalent additional experience 	<ul style="list-style-type: none"> • Recognised Project Management qualification



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Understands that it is essential to provide a structure that people can thrive in. Knows how to communicate with people to create a healthy working environment and get the best out of people.
- Taking ownership** Communicates vision clearly, providing direction and focus. Knows how to create a productive environment where people are inspired and can work cross-departmentally in partnership.
- Forward thinking** Has the ambition to be a pioneer in own area, anticipating the future change, needs and challenges. Knows how to innovate within their work context and champions others to be inspired to be part of this ambition
- Professional pride** Keeps up to date on latest thinking, trends and work practices. Supports team to be thought leaders; willing to challenge if obstacles get in the way.
- Always inclusive** Establishes far reaching partnerships, well beyond own area across a broad range of networks. Understand role to pay due regard to the needs of the whole community.

Key relationships with others

