



Job title	Director of Service Delivery & Resilience	Job family and level	Administrative, Professional and Managerial Level 7
School / Department	Digital & Technology Services	Location	University of Nottingham Campuses

Purpose of role

Digital and Technology Services

The Digital and Technology Services (DTS) department is the central IT provider for the University of Nottingham, serving a global, digital community of over 46,000 students and 8,000 staff across the university's UK, China and Malaysia campuses.

Digital and Technology Services is led by a Chief Digital and Information Officer (CDIO), who is supported by a Senior Leadership Team (SLT) and a department of approximately 280 FTE responsible for ensuring the university's digital services are fit for purpose, enabling the university's strategy through the delivery of world-class digital products and services to students, staff, and visitors.

The **Director of Service Delivery & Resilience** is a senior strategic leadership role reporting directly to the CDIO, providing leadership capability across a combination of capabilities focused on leading the DTS function to deliver a highly resilient, secure, and customer-focused digital ecosystem. The role integrates strategic architectural planning with operational excellence, ensuring that the university's technology investments provide sustained value, robustness, and reliability for our global community of staff and students.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	%
1	Define the Service Delivery & Resilience Strategy: • Define the Service Vision: Establish and articulate a clear, ambitious vision for the Service Delivery & Resilience function, moving the organization from legacy operations to a customer-focused, reliable, and secure digital ecosystem • Operational Strategy: Lead the definition and end-to-end lifecycle management of the Service Delivery operational model, determining how the university community experiences, accesses, and interacts with technology services • Strategic Alignment: Ensure the service strategy directly enables the university's wider digital strategy, translating high-level institutional goals into actionable service roadmaps • Cultural Leadership: Create a team environment where staff understand this vision and engage purposively, fostering a culture that balances immediate service needs with long-term digital maturity	30%
2	Operational Excellence & Resilience Governance: ▪ Structured Delivery: Institutionalise accredited, industry-standard disciplines (e.g., ITIL) to guarantee consistent, measurable, and repeatable service performance ▪ Resilience Frameworks: Drive the implementation of proactive resilience frameworks, including disaster recovery, business continuity, and rigorous incident management to minimize service disruption ▪ Stability & Debt Mitigation: Guide architectural decisions that reduce technical debt, prioritizing system stability, security, and long-term infrastructure integrity ▪ Strategic Reporting: Deliver enhanced Management Information (MI) reporting to provide the SLT with real-time, actionable insights for tactical and strategic decision-making	30%
3	Transformative & Collaborative Partnerships ▪ Change Agent: Act as a senior change agent for technology-led initiatives, working alongside the Digital Partner to build internal capability, capacity, and organizational agility ▪ Operating Model Evolution: Lead the design and continuous evolution of the DTS Operating Model, ensuring clear role definition, effective governance, and efficient handoffs ▪ Senior Supplier Leadership: Serve as the Senior Supplier for significant university projects, ensuring that technology delivery remains aligned with institutional transformation goals ▪ Talent Development: Mentor and empower managers to build a high-performance, customer-centric culture that embraces continuous improvement and responsible innovation	30%

	Stakeholder Engagement & Crisis Leadership: • Global Alignment: Maintain effective relationships with stakeholders across UK, China, and Malaysia campuses, ensuring that the service vision and operational standards are globally consistent • Executive Crisis Oversight: Provide executive-level leadership during major incidents, ensuring rapid service restoration, robust communication, and post-incident learning to protect institutional reputation • Supplier Value: Manage complex supplier and partner relationships, optimising out-tasking arrangements to deliver demonstrable value and return on investment	10%
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Person specification

	Essential	Desirable
Skills	• Operates credibly at executive, governance, and enterprise levels • Builds alignment across diverse academic, professional, and technical stakeholders • Exercises judgment, pragmatism, and calm authority in complex, ambiguous, or crisis-driven environments • Fosters a culture of collaboration, resilience-first thinking, and responsible innovation • Excellent verbal and written communication; ability to explain infrastructure resilience and risk to non-technical stakeholders • In-depth knowledge of enterprise IT operations, Service Management (ITIL) frameworks, and business continuity • Strong corporate budget planning, financial management, and resource stewardship • Strong commercial acumen for complex supplier management and vendor resilience • Advanced project/program management skills to deliver infrastructure change alongside BAU	• Ability to model "Digital Twin" infrastructure/resilience roadmaps • High-level proficiency in mapping system uptime requirements to business continuity plans • Experience in driving "influence without authority" across highly autonomous academic departments
Knowledge and experience	• Operational Leadership: Significant senior leadership experience in complex, mission-critical IT infrastructure and 24/7 service operations • Strategy Definition: Demonstrable track record of defining and delivering enterprise-wide service delivery and resilience strategies that balance long-term stability with the need for digital evolution • Crisis Management: Proven ability to exert "calm authority" at the executive/board level	• Higher Education Context: Direct experience within a large, highly autonomous university or research-led environment • Forensic Recovery: Proven experience leading large-scale forensic investigations or major

	during major incidents, leading rapid restoration and post-incident learning • Operating Models: Deep understanding of technology operating models, service performance management (KPIs/SLAs), and risk mitigation in high-availability, distributed environments • Supplier Stewardship: Extensive experience managing complex, strategic technology partnerships, holding suppliers strictly accountable for resilience and service quality • Transformation: Significant experience driving organizational change, specifically shifting technical teams from reactive firefighting to a proactive "resilience-first" culture • Process Rigour: Deep practical experience with industry-standard service frameworks (e.g., ITIL, ISO 22301) to deliver robust, predictable service delivery	infrastructure/data center disaster recovery efforts. • "Shift Left" Resilience: Demonstrated success in embedding stability, observability, and resilience principles into the early stages of the digital product lifecycle • Global Reach: Experience managing technology resilience and operational support across international jurisdictions
Qualifications, certification and training (relevant to role)	▪ Educated to degree / masters level in relevant or related field <i>and/or</i> ▪ Proven track record of relevant work experience working in IT and business/industry in a CTO, Chief Architect or similar leadership role	▪ MBA or equivalent qualification ▪ Relevant certifications (e.g. TOGAF, ITIL, Prince 2, SAFE)



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	Role models the highest ethical standards to cultivate a collaborative workplace that develops talent and enhances wellbeing, whilst also balancing the needs of the various stakeholders.
Taking ownership	Translates the vision into a strategy for own area, enabling people to take the right action for the wider organisation. Can resolve complex problems, balancing the needs of varied stakeholders.
Forward thinking	Always has the overall strategic goal in mind, manages to stimulate agile and forward thinking in others, motivating them and giving them the confidence to drive for continuous improvement.
Professional pride	Goal is to be best in class; ensuring this can be achieved in line with long term strategy regardless of short term challenges. Supports people to do what is best for both the organisation and the department.
Always inclusive	Promotes how collaboration and positive partnerships are essential to success, constantly looking ahead to explore how to involve other potential stakeholders.

Key relationships with others

