

Job Description

Job title	Head of Portfolio – Infrastructure and Platforms
Department	Infrastructure and Operations
Grade	8

Job purpose	Heads of Portfolio are accountable for the planning and delivery of portfolios (groups of projects and products) which span across significant areas of University operations and services. They will be driving forward a ‘digital first’ approach, championing the use of technology, transformative practices, and a culture of continuous improvement to deliver service excellence. This post will lead the Platforms and Infrastructure Portfolio, which includes all the technology and infrastructure that underpins University services, and indeed other Portfolios. This includes on premise infrastructure such as data centres and networks as well as multi-cloud offerings of hosted services, end points and cloud infrastructure. This postholder will: - provide strategic leadership for the vision, development and innovation of a portfolio of digital projects and products; - define the portfolio roadmap, in collaboration with Enterprise Architecture, Digital Business Partners, Business Owners & Product Managers - be accountable for the fulfilment of the portfolio roadmap, driving the definition, design, prioritisation, planning and execution of change and continuous improvement initiatives across the portfolio; - hold overall budgetary responsibility for the portfolio. The Postholder will be a key interface with senior university leaders relevant to their portfolio, utilising the ‘voice of the customer’ and University strategies to inform roadmaps and prioritisation.
Duties and responsibilities	1) Portfolio Planning/Road mapping & Strategy ▪ Lead the development, ownership and delivery of a series of long-term, strategic project and product roadmaps across the portfolio, via agile and waterfall methodologies, based on and ensuring alignment with University strategy, business goals and user needs. ▪ Lead and approve business cases and prioritise portfolio developments based on an understanding of business need, balancing resources, and priorities effectively. Interface and mediate between highly complex and political competing needs and demands at all levels of seniority, appropriately balancing strategic goals with the operational needs to the business and a strong customer focus. 2) Delivery of Portfolio ▪ Drive delivery and implementation across the whole portfolio, developing KPI’s, providing oversight and tracking of roadmap implementation, portfolio inter-dependency mapping and end-user impact. Monitor portfolio budgets.

- Lead in-life product performance against agreed Key Performance Indicators and Service Level Agreements for all products within a portfolio. Identify sector trends and initiate continuous improvement at a Portfolio level.
- Oversee management of platforms and systems, working with Technical SMEs, Architects and Senior Delivery Managers to define approach to, and oversee, version upgrades, managing releases etc.

3) Senior Stakeholder Management

- Build and maintain strong relationships with senior stakeholders, relevant operational teams, and external suppliers. Build buy-in and alignment at all levels around the vision and delivery of the product portfolio, ensuring clear communication.
- Manage supplier relationships at the Portfolio level, ensuring performance issues are resolved and relationships are leveraged.

4) Portfolio Leadership

- Provide leadership and day-to-day task management to matrix-aligned resource, troubleshooting and providing guidance to colleagues in the completion of change initiatives. Mentor and inspire team members, encouraging their professional development and growth within the organisation.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Degree or Equivalent Experience	A
E2	Relevant domain experience overseeing, supporting, or delivering IT infrastructure and Platforms	C
E3	Considerable experience of line and matrix management	C
E4	Experience of developing product roadmaps and communicating them to senior stakeholders	C
E5	Strong awareness of Agile delivery methodologies	C
E6	Experience of successfully aligning and influencing diverse stakeholders with multiple, and sometimes conflicting, perspectives or priorities	C
E7	Familiarity with service performance metrics, setting and monitoring KPIs/SLAs and enacting continuous improvement initiatives as appropriate	C

Desirable Criterion No.	Desirable Criterion Description	Measured by
D1	Professional qualification in Agile practice (e.g. SAFe 6.0 Scrum Master / Advanced Scrum Master / Product Owner)	A
D2	Practitioner-level qualification in programme management (.e.g. MSP)	A
D3	Practitioner-level qualifications in business analysis.	A