

# Job pack



## Message from the President and Principal

Thank you for your interest in this role and in Queen Mary University of London. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history.

Our founding institutions, the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented.

Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research.

The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential.

I look forward to welcoming you to our unique University and working with you to realise our ambitions.

Professor Colin Bailey, President and Principal

## Our strategy 2030

In 2019, Queen Mary University of London launched a bold new Strategy with the vision to open the doors of opportunity. By 2030, we will be the most inclusive university of its kind, anywhere. We are doing this by building on our existing cultural diversity to create a truly inclusive environment, where students and staff flourish, reach their full potential and are proud to be part of the University. Continuing our long tradition of commitment to public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

We have five core values that will help us to reach this goal:

We are **inclusive**, supporting talented students and staff regardless of their background, and engaging with our local and global communities.

We are **proud** of the difference we can all make when we work collectively.

We are **ambitious**, fostering innovation and creativity, disrupting conventional thought, and responding with imagination to new opportunities.

We are **collegial**, promoting a strong community through openness, listening, understanding, co-operation and co-creation.

We are **ethical**, acting with the highest standards, and with integrity, in all that we do.

<http://connected.qmul.ac.uk/staff-support-hub/our-values-in-action/>

To enable our staff to flourish and to reach their full potential throughout their employment at Queen Mary, we offer a range of benefits:

### Staff benefits

- Annual leave – the full-time annual leave annual entitlement is 30 working days (not including bank holidays).
- [Season ticket loan scheme](#)
- [Pension scheme](#)
- [Reward and recognition schemes](#)
- [Cycle to work scheme](#)
- [Qmotion sport fitness centre](#)
- [Employee Assistance Programme](#)
- [Family friendly policies](#)
- [Flexible working practices](#)
- [On-site day nursery](#)

## Job description

Job details	
Job title	Hybrid Platforms Manager
Department	IT Services
Reports to	Head of Hybrid Platforms
Grade and salary	Professional Grade 6, £48,035 - £53,625 per annum
Hours per week	full-time
Appointment period	Indefinite
Current location	Mile end
Work activity type	Admin/Operational/Technical and Support

### Job context

Ranked in the top 10 in the 2014 Research Excellence Framework, Queen Mary University of London, is one of the UK's leading research-intensive higher education institutions, delivering world class education and knowledge transfer across a wide range of subjects in the Humanities and Social Sciences, Medicine & Dentistry and Science & Engineering.

The delivery of Queen Mary's academic activity is given essential and strategic support by the expertise of our Professional Services staff, including 170 staff within IT Services

IT Services is comprised of four areas: Research IT, Applications, Projects & Change and Platforms & Service Delivery. The hybrid platforms team is a component of Platforms and Service Delivery. We are responsible for providing the key underlying IT services the University relies on such as on-premise & cloud infrastructure I.E. servers, storage, backup, server operating systems, virtualisation platforms for both business and teaching and learning activities.

### Job purpose

Significant level of specialist expertise in Servers, Storage and Virtualisation, accountable for managing team/s of specialists to deliver high quality, robust and resilient IT Servers and Virtualisation service both on-premise and in the cloud, providing customer focused support and guidance.

- Manage and continually improve on-premise and public cloud-based Servers, Storage and Virtualisation effectiveness, impact and outcomes across a range of services and complex projects.
- Work in partnership with academic, professional and medical senior managers, staff and students, to establish and manage technical and service standards for Servers, Storage and Virtualisation.
- Review performance, in consultation with Head of Hybrid platforms, plan and manage design, implementation/integration, maintenance and upgrade of: policies, processes and operations.
- Manage and develop specialist team/s to deliver a high performance, customer focused, quality driven service
- Management and delivery of Anti-Virus across all servers, physical or virtual.
- Management of virtual, physical, logical environments and server related web technologies.

### **Main duties and responsibilities**

Accountable to the Head of Data Centre Services for all aspects of delivering a customer focused, robust, reliable, responsive and secure, high quality IT service, specifically but not exclusively:

- Highly effective operational management delivering to defined Service Level Agreements; managing continuous improvement.
- Manage team/s adopting the Investors in People (IIP) framework. Provide support and guidance to ensure that staff and 3<sup>rd</sup> party suppliers are skilled, equipped and motivated to deliver high quality, customer focused services.
- Use technical expertise to create innovative solutions that address complex technical and business challenges.
- Utilise robust methodology to fully cost services for accuracy of charging and delivery of a cost effective, competitive service.
- Manage customer relationships to ensure that the operational requirements of each of the College's Schools and Departments are delivered.
- Manage projects/work area: plan, prioritise resources, manage risk and deliver business benefits on time and within budget.
- Manage robust financial planning, budgeting and team resources, using industry best practice to deliver value for money.
- Manage relevant documentation, develop a maintenance plan to ensure continuous improvement and planned change control.
- Use industry best practice to set standards and develop policies, processes and procedures.
- Produce regular performance reports to drive informed decision making and continuous improvement.
- Contribute to the strategic development of Servers, Cloud infrastructure and Virtualisation.
- Other duties which are commensurate with the grade as may from time to time be required.
- Deputise when required for the Head of Platforms.
- Management of the antivirus solution across all server environments.
- Management and utilisation of network monitoring tools.
- Management of virtual, physical and logical environments both on-premise and in public cloud environments.
- Management of the implementation of OS updates and hotfixes.
- Management of server related web technologies.

**The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.**

**This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.**

**Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.**

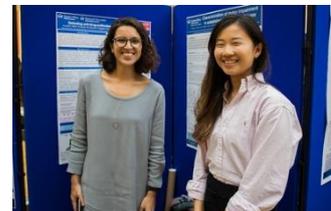
## Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

**Essential:** Requirements without which the job could not be done.

**Desirable:** Requirements that would enable the candidate to perform the job well.

Qualifications	Essential	Desirable
Degree and/or professional qualification in IT subject or in-depth experience in relevant technical area.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Project Management qualification e.g. Prince 2, MSP, PMP qualified or demonstrable experience of project management.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ITIL foundation qualified or demonstrate management and operational experience using appropriate best practice framework.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Certifications relevant to technology area e.g. VMware, Microsoft/Azure, Redhat, AWS, Commvault, NetApp etc...	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience/Knowledge		
IT Manager, with high level of expertise in public cloud and on-premise servers and storage infrastructure, able to influence Senior Managers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Demonstrate successful management of high-quality customer focused IT service in a complex and diverse, multi-site environment, optimising use of resources (people and finance), delivering value and conforming to industry best practice and audit requirements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Management of operational, technological and process improvement, delivering within budget, to quality standards and on time.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Leadership/management of team/s, including 3 <sup>rd</sup> party suppliers and projects varying in size and complexity. Developing high performance teams, managing collective and individual continuous improvement, aligned to strategic goals	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of managing IT in an academic/research environment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience transitioning from a fully on-premise infrastructure to a hybrid-cloud environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Skills/Abilities		
Delivers solution focused, reliable and resilient Servers and Virtualisation to support current/ future customer and business requirements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Uses technical expertise and knowledge to: Keep up to date with developments in Public cloud, servers, virtualisation, backup and storage Provide authoritative knowledge and advice, contribute to strategic planning	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Demonstrates knowledge and implementation of servers and storage solutions for supporting research, teaching, learning and business activities.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Successful management of customer and quality focused IT services with expertise of industry best practice methodologies in specialist area.	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Well-developed problem-solving skills, seeking cost effective solutions, managing resources to suit changing priorities.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Other</b>		
A commitment to continually improve customer experience, delivering service level agreements (SLA's) and key performance indicators (KPI's).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A resilient, flexible, people focused, and motivational manager with an innovative, solutions focused approach, able to operate at senior levels.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Confident managing multiple priorities, to achieve successful implementation, contributing to Department goals.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Delivers continuous improvement, challenges what and how things are done, learning from success as well as mistakes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
*The ability to meet UK 'right to work' requirements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

\* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment. Candidates shortlisted for interview will be asked to bring their passport or another acceptable [form of evidence](#) to verify their right to work.

### Visa Sponsorship

For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered skilled roles and meet the eligibility criteria. The CoS enables candidates to apply for a Skilled Worker visa. Further information on the Skilled Worker visa can be found via: [www.gov.uk/skilled-worker-visa](http://www.gov.uk/skilled-worker-visa)

### Global Talent Visa Route

The Global Talent visa is an alternative route to sponsorship, directly applied for by the applicant. It is open to those wishing to work in the UK and who are a leader or potential leader in the fields of academia or research, arts and culture, and digital technology. Further information on the Global Talent Route can be found via: <https://www.gov.uk/global-talent>

For [additional](#) information on both visa sponsorship and non-sponsorship visa routes, please visit the UK Visas and Immigration website: <https://www.gov.uk/browse/visas-immigration/work-visas>

### Academic Technology Approval Scheme (ATAS)

Academics and Researchers applying for Skilled Worker visas and Sponsored Researchers applying for Government Authorised Exchange visas who will be undertaking research activities, at PhD level or above, in the one of the [ATAS listed subject areas](#) will be required to obtain an ATAS certificate before they can apply for a visa to work in the UK.

Exemptions will exist for nationals from the EEA, Australia, Canada, Japan, New Zealand, Singapore, South Korea, Switzerland and USA and those applying for Global Talent Visas. For further information on this, please visit the UK Visas and Immigration website: <https://www.gov.uk/guidance/find-out-if-you-require-an-atas-certificate>





## Equal Opportunities

Queen Mary University of London is a Russell Group University with a difference. Our vision is to be recognised across the world as the most inclusive research-intensive University. We will strive to achieve that goal.

To all the communities at Queen Mary, inclusivity is key to who we are and to achieving all our ambitions.

We are a multi-faculty institution teaching undergraduates and postgraduates across all the major disciplines. We offer more than 280 undergraduate courses. We have world-leading research across disciplines and were ranked 5th in the UK in the last Research Excellence Framework (REF) for the quality of our research outputs, and continually challenge ourselves to ensure we have an environment where everyone feels included and can flourish.

We are very proud of our teaching and learning and were awarded a 'silver' in the Teaching Excellence Framework (TEF) (2016-17). We are also deeply embedded in the local community and were the first UK University to be awarded an Engage Watermark Gold award for public engagement by the National Coordinating Centre for Public Engagement.

Unlike many other Russell Group universities, we attract a very diverse student population. Of our 25,000+ students, over 30 per cent are from non-EU overseas countries, and 9 per cent are from the EU. Our international students are drawn from over 160 countries. 90 per cent of our home students are from state schools, 59 per cent are Black Asian Minority Ethnic (BAME), 42 per cent are the first in their families to go into higher education and over 30 per cent are from households where the household income, as assessed by Student Finance England, is less than £15,000.

We attract a lot of local students, owing to our strong relationships with schools in the surrounding boroughs, coupled with a strong reputation for inclusivity. 37 per cent of our students commute to our campuses daily. Our staff body is also diverse and is drawn from over 162 countries.

Inclusivity is one of our fundamental core values at Queen Mary: it is intrinsic to who we are. Our diversity of cultures and backgrounds is key to the vibrancy of our community and to the knowledge and ideas we are able to generate and pass on; without that diversity, we would not be who we are. We are extremely proud that we attract such a diverse staff and student body, and are fully committed to providing an environment where everyone is supported to flourish and fulfil their potential, irrespective of their background.

To be truly inclusive requires sustained, proactive, hard work, and we know there are areas where we have work to do. Our core objectives are focused on reducing the BAME attainment gap and increasing the proportion of female and BAME staff at the higher grades, both for academics and for Professional Services. We are looking to see how we can 'hard-wire' inclusivity throughout all our policies and practices: we do not see this work as belonging to one team or unit, but rather as being embedded in all that we do.

Being inclusive makes us better at everything we do, it improves our daily lives and the delivery and impact of our work.

## EDI Initiatives

Queen Mary is committed to advancing Equality, Diversity and Inclusion (EDI) and champions a number of EDI initiatives across the University. Queen Mary holds a Silver Institutional [Athena SWAN](#) award for advancing gender equality, and is also a [Stonewall Diversity Champion](#) and commits to advancing LGBTQ+ inclusion by submitting to the [Stonewall Workplace Equality Index](#). We also offer a number of development programmes including [Springboard](#), [Aurora](#) and [B-MEntor](#). We are committed to championing EDI relating to all protected characteristics and other underrepresented and marginalised groups under the Equality Act 2010. We offer 'Introducing Inclusion' training for staff to give them an understanding of EDI related issues and provide them with the tools needed to champion inclusivity and embed best inclusive practice in all the work they do. EDI is built into everything we do at Queen Mary, and is championed through a well-established governance structure. If you are interested in learning more about Equality, Diversity and Inclusion at Queen Mary and how to get involved then please contact [hr-equality@qmul.ac.uk](mailto:hr-equality@qmul.ac.uk).

### Flexible working:

Queen Mary is proud of the diversity of its staff and students. We encourage inclusive practices in everything that we do, to ensure that everyone who works here feels valued and enabled to have a positive working experience. We are therefore open to considering applications from candidates wishing to work flexibly, balanced against business need. Our [Flexible Working Policy](#) includes examples of some of the flexible working arrangements that could be considered. If you feel that this is something that may be of benefit to you, please do ask.

### Family Friendly Policies:

Queen Mary recognises the commitments that staff have to their family and the importance of work-life balance. To support this Queen Mary offers a range of [family friendly policies](#) with enhanced rates of pay available for family-related leave, following a qualifying period of service.



## Further Information

Informal enquiries should be made to:

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**Tel:**

**Email:** [t.holland@qmul.ac.uk](mailto:t.holland@qmul.ac.uk)

## General Information

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place

