

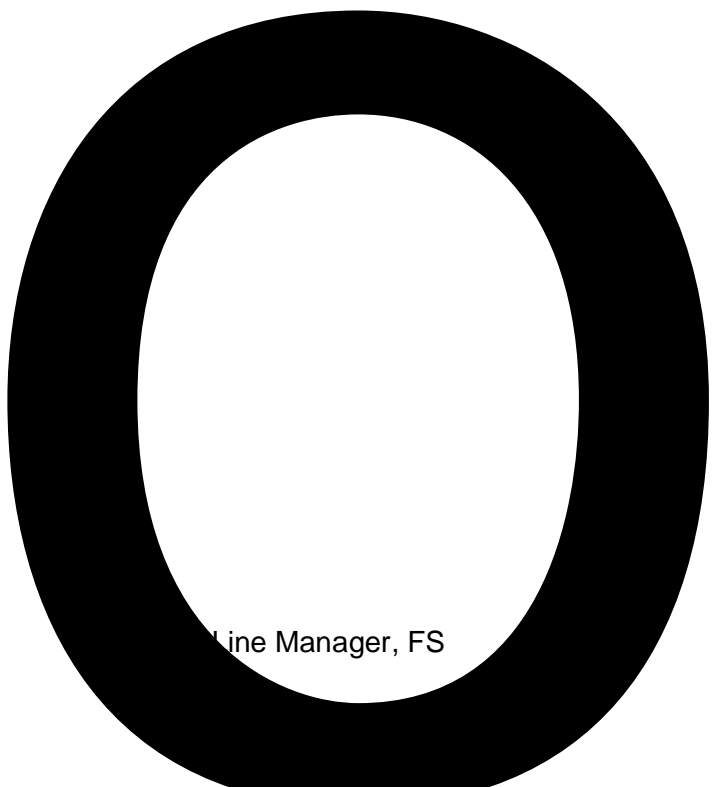


Salary: £74,388 - £78,489 per annum (Grade 16)
Contract type: Full-time (36.5 hours per week), Permanent

Well-known within the Welsh Education sector, WJEC is one of the leading providers of trusted qualifications across the UK. We are undergoing an extensive programme of transformation, much of which depends on a careful execution of operational IT strategy, which will be primarily driven by this new Head of IT Business Services role.

Working under direction of the Executive Director: Digital and Transformation, this varied, exciting and interesting role is the principal operational link between IT and the wider organisation. The role-holder will own the functional IT strategy, determining what business processes sit on which system and how those systems can be developed to better service the organisation. You will manage the Business Intelligence, IT Operations and IT Support Desk functions.

Alongside h



Line Manager, FS



Dec2024

JOB DESCRIPTION

Job title	Head of IT Services
Department:	Digital & Transformation
Section:	Business Services
Responsible to:	Executive Director: Digital & Transformation
Grade:	16
Location:	Western Avenue, Cardiff - Hybrid

Main purpose of Job:

The Head of IT Services strategically leads our IT business services department. Their key responsibilities include:

- ◁ Application Strategy inc. application investment roadmap
- ◁ IT Service Delivery IT Operations and IT Helpdesk
- ◁ Business Analysis corporate function
- ◁ Testing
- ◁ Business Intelligence

The post-holder will provide leadership, vision and direction to our IT business services, ensuring an effective IT service is delivered across the organisation.

Principal Duties and Responsibilities:

Leadership Role

- ◁ Lead on the development and implementation of an effective Business Services strategy for WJEC; acting as business systems lead at key decision-making forums such as AMG, taking requirements, prioritising and then delivering back delivery timescales.
- ◁ Horizon scan external opportunities, bring back and assimilate into the overall strategy and work plan. These opportunities are both technical and functional.
- ◁ Simplify and present concise options and recommendations on investment decisions to influence senior stakeholders on complex strategic matters
- ◁ Contribute strategically to the leadership and management of the Digital and Transformation Directorate as well as contributing to cross functional work to support our Directorate and corporate objectives
- ◁ Identify KPIs, compile and present formal monthly

- < Provide direct senior leadership for relevant external contracts or service agreements relating to the delivery of operational services.
- < Provide line management for IT Service Delivery, Test, Business Intelligence and Business Analysis teams.
- < Budget manage for staff and suppliers within scope of the team this includes the software maintenance budget for all business systems.
- < Work closely with the IT Technical Services and PMO departments to deliver change alongside robust service delivery

IT Operations & Helpdesk

- < Ensure Helpdesk Services and IT Operations are efficiency organised and delivered.
- < Represent the function internally and externally at relevant business forums

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Experience

Highly desirable:

- ◁ Evidenced leadership, mentoring and management skills to inspire and develop IT staff across multiple disciplines, ideally within an ITIL framework and in a regulatory sector which has a critical dependence on IT systems
- ◁ Practical experience leading IT projects within a full business life cycle.
- ◁ Proven experience balancing day to day operations with long term planning and execution of investment
- ◁ Prior experience undertaking systems analysis and improvement/change design

Desirable:

- ◁ Previous experience managing IT budgets and forecasts; identifying cost-effective resource allocation to meet business needs.
- ◁ Experience initiating and maintaining supplier relationships; negotiating contracts and overseeing the performance of third-party services to ensure they align with strategic goals.
- ◁ Consultancy experience

Training / Qualifications

Highly desirable

- ◁ Degree qualified or relevant work experience.

Desirable

- ◁ Project management qualification

Other Requirements

Highly desirable

- ◁ Thrives on cross-functional working in a busy and complex

Telerau ac Amodau Gwasanaeth

Terms and Conditions of Service

Teitl y Swydd:
Job Title:

Head of IT Business Services

Cyflog:
Salary:

£74,388 - £78,489 per annum

Gradd:
Grade:

16

Gwyliau
Blynnyddol:

25 Diwrnod y flwyddyn. Mae CBAC yn caniatáu 16 o ddyddiau statudol/ychwanegol o wyliau yn ogystal ar hyn o bryd.

Annual Leave:

25 Days per annum. In addition, the WJEC currently allows 16 statutory / additional holidays

Pensiwn:

Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol

Pension:

The provision of the Local Government Superannuation Act apply

Math o Gytundeb:

Contract Type:

Llawn-amser / Full Time

Rhan-amser / Part Time

Llawn-amser Tymor Cyfyngedig / Full Time Limited Term

Rhan-amser Tymor Cyfyngedig / Part Time Limited Term

Nifer yr oriau yr wythnos
No of hrs per week

Diwedd y Tymor
End of Term

Diwedd y Tymor
End of Term

Nifer yr oriau yr wythnos
No of hrs per week

/ /
36.5

Dull Ymgeisio:

Method of Application:

-bost at ad@cbac.co.uk erbyn dydd Sul, 12 Ionawr 2025.

Completed forms should be sent by email to hr@wjec.co.uk by Sunday 12 January 2025.