JOB DESCRIPTION

Job Title: Head of Core Digital & Data Systems and IT Architecture
Department: Information Technology Service
Faculty/Central Service: Central Services
Location: Keppel Street, London
Reports to: Chief Information Officer
Responsible for: 3 teams totalling 13 staff: 1 x G7 Enterprise Systems Manager (plus 6 staff) 1 x G7 Web Services Manager (plus 3 staff) 2 x G7 IT Architects
Full Time/Part Time/Casual: Full-time
Grade: Grade 8
Overall Purpose of the job: This role provides strategic direction and leadership on all LSHTM wide business systems, web applications, technical & integration architecture and development for both business and research applications integration architectures. Furthermore, the postholder is responsible for ensuring that data architecture principles are applied across the entire technology estate, so as to also ensure unified data governance, interoperability, and standards are applied to both legacy environments and future projects They must drive forward the strategic integration of artificial intelligence, ensuring that AI initiatives have measurable value and operational benefit and that governance over its development, deployment, and risk management is understood and in place. They will also promote the understanding of how enterprise applications can contribute most effectively to the learning, teaching, research and administration of LSHTM, and to deliver bespoke in-house developed applications, both as part of operational requirements and also strategic delivery of complex programmes of software development. **Key Areas of Focus** The design, development/procurement, operation and support of enterprise applications – ensuring they are delivered in a cost-effective manner, Providing expert technical advice on enterprise applications matters and thereby ensuring that IT products, services, contracts and systems are compliant with relevant legislation, licence requirements and policies and procedures. The efficacy of internal controls and the efficiency of governance mechanisms for the systems and services they develop and are responsible for. Enabling the delivery and continuous improvement of all core business systems and in-house developed bespoke web based application and

The Core Digital & Data Systems and IT Architecture group includes: an Enterprise Systems team, a Web Services Team and an Architecture function. The role holder will manage a group of staff within the IT Services Division.

The role holder will be part of the IT Services Senior Management Team (ITS-SMT). Out-of-hours work is an occasional requirement of the role for either planned or unplanned operations.

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

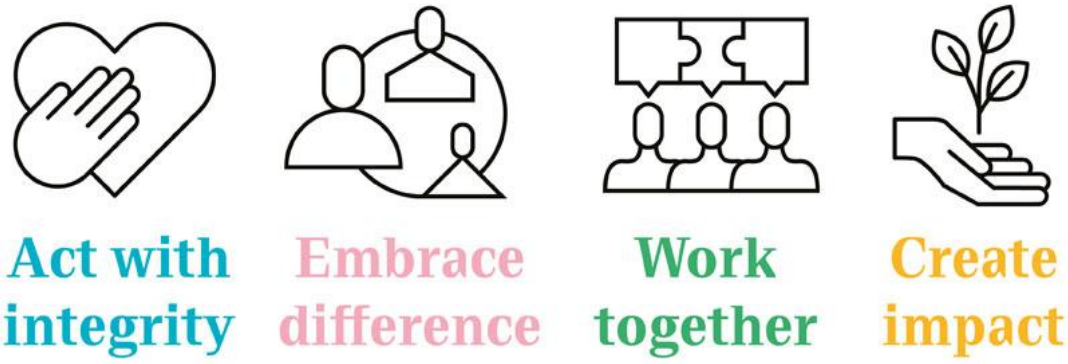
Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our Introducing LSHTM page.

Our Values

Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our LSHTM Values page for further information.



Main Duties and Responsibilities

This role involves:

- Setting strategic direction and detailed long-term roadmaps for the Core Digital & Data Systems and IT Architecture group in IT Services
- Responsible for leading the delivery and support of LSHTMs core critical business systems and Web Services function
- Leads the development of IT business systems and services in line with best practice and seek opportunities to work with other education providers and relevant third-party vendors to generate efficiencies and improvements in service.
- Manages the development team to ensure that all core IT systems are fully aligned and designed to set standards and meet business need.
- Manages the IT Architects to ensure that all core IT systems are fully aligned and designed to set standards, to ensure full integration and compatibility.
- Understand the changing needs of customers and business requirements - to ensure appropriate systems and operations are in place to support demand now and in the future, across long term timescales.
- Works with the other Heads of Group to ensure appropriate controls and procedures are in place for back-ups, restores, business continuity, and disaster recovery processes.
- Produce detailed and comprehensive reports on a regular basis regarding the overall effectiveness of the Development functions and fully manage improvement plans required.
- Act as a trusted consultant and build and maintains relationships with key stakeholders to ensure cost-effective delivery of IT systems to meet business requirements and to respond with agility to changing business priorities.
- Interprets information assurance and security policies and applies these in order to manage risks.
- Provides advice, guidance and solution recommendations to ensure adoption of and adherence to information assurance architectures, strategies, policies, standards and guidelines that are aligned to the services for which they are responsible
- Creates and maintains an inventory of information assets, which are subject to relevant legislation. Prepares, reviews and submits periodic notification of registration details to the relevant regulatory authorities. Ensures that formal information access requests and complaints are dealt with according to approved procedures.

- Fundamental role in LSHTM-wide multiple services and systems, including core, critical business systems.

In addition, there are the following ITS-SMT Shared Responsibilities:

- Provide strategic direction for a group of highly technical teams within the IT Services Division
- Provide a primary point of contact for IT Services.
- Take responsibility as part of the ITS-SMT team for setting IT Governance processes and policy
- Communications; act as the central reference point for all internal and external communications for the teams within their group.
- Ensure all department staff are compliant with School policies and procedures and provide direction to staff in relation to these.
- Responsibility for fully managing the yearly capital and project budgets assigned to their group within IT Services
- Liaison; on an ongoing and as-required basis act as a representative for IT Services within the wider School community. This may include for instance attending faculty and departmental meetings, acting as a communications conduit between academic and administrative staff and IT Services.
- Act in a Business Analyst capacity where required, when potential new services are proposed
- Creation of business cases for new service requirements as part of the LSHTM planning round
- Acting as a full-time member of the IT Services Senior Management Team (ITS-SMT)
- Liaising with senior level stakeholders at LSHTM to ascertain business needs and support requirement for the systems IT Services provides
- Ensuring all relevant Management Information for the services they manage are made available for ITS-SMT, and feed into wider discussions relating to improvement requirements

Additional Information

- Adhere to faculty and school policy and procedures at all times.
- Demonstrate continuous personal and professional development by acquiring and refining relevant skills and expertise in new or related areas, through internal or external development activity.
- Contribute to general activities of the department and school that help to promote the objectives of the school.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Competency	Evidence	E / D
Education, Qualifications and Training	• Hold relevant professional qualifications or equivalent experience • Hold an undergraduate degree or equivalent	E D
Experience	• Proven ability to provide inspirational leadership and direction to a group of highly technical IT professionals, demonstrating a high degree of personal credibility • Substantial experience of leading a team in a similar technical discipline • Experience of leading Enterprise level Business Systems and Web Development Teams • Significant experience of leading technical Architecture functions, including authentication services • Proven experience in designing and scaling enterprise-wide data architectures, workflows, and integrations. • Proven experience of leading operationalisation of artificial intelligence and machine learning opportunities into core digital systems. • Strategic planner –business and technical. • Strong line management skills, including motivating, performance management, influencing and negotiating. • Substantial relevant experience in a Higher Education institution or similar environment. • Proven experience of exerting influence at a senior level, alongside the ability to provide strategic vision and direction to colleagues and peers • Ability to deliver to strict targets and deadline, showing a comprehensive understanding of financial management • Proven advanced analytical and problem-solving skills • Substantial experience of effective budgetary management and control, and ability to	E E E E E E E E E E E E

	understand and produce financial costings and reports. • Experience of contributing to operational and strategic planning • Proven experience in providing support to a range of stakeholders. • Experience of introducing and monitoring compliance with policies, procedures, processes and systems. • Using a network of key individuals to secure important business information and influence broad organisational change • Excellent written and oral communication skills including proven ability to present financial and other information in a clear and logical format and draft documentation.	E E E D D
Knowledge	• Highly developed knowledge of the principles, theory and practices of IT management (eg ITIL) as well as an awareness of broader methodological developments relevant to information technologies • Well-developed knowledge of IT systems and services and how they relate to each other • Well-developed understanding of regulations and legislation relating to information technologies and information management and governance and the implications of non-compliance to regulations/legislation • Strong working knowledge of the regulatory, risk, and ethical frameworks underpinning data and AI. You must be capable of embedding • Knowledge of Web Platforms and online collaboration tools • Proven change management skills in complex environments.	E E E E E E
General	• A focus on results – consistent delivery of projects on time and to specification • A collaborative and flexible approach with evidence of ability to work independently with minimal supervision and as part of a team. • Well-developed communication skills: verbal, written and via presentations. The ability to sell ideas or benefits and build persuasive arguments based on data, logic and the objective merits of solutions • Excellent interpersonal skills, including the ability to establish effective working relationships with staff and students from a wide variety of	E E E E

	backgrounds; the ability to communicate technical issues to non-technical users effectively	
	• A high degree of personal motivation, including the ability to work independently and organise priorities	E
	• Proven ability to pro-actively use initiative, judgement and creativity to solve problems and to propose and implement ways of working more efficiently or effectively	E
	• The ability to look continuously for opportunities for improvement and to develop strategies for change to influence and shape the future direction of the business – adapting thinking and behaviour to suit the requirements of different situations	E
	• Commercial awareness and the ability to lead vendor contract activities effectively	D
	• Display a professional attitude towards colleagues, students and others at all times and in all communications.	D

E-Essential: Requirement without which the job could not be done
D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: October 2026

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1.0 FTE. The post is available immediately. The salary will be on the LSHTM salary scale, Grade 8 scale in the range £65,758 - £75,474 per annum pro rata (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM operates a Hybrid Working Framework which, alongside agreed service requirements, enables teams to work more flexibly where the role allows - promoting wellbeing and a better work/life balance. Please note that roles based in London are required to work on-site a minimum of two days per week.

Application Process

Applications should be made on-line via our jobs website. Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

Asylum and Immigration Statement

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum job classification, skill level, salary or qualification requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore, we cannot progress applications from candidates who require sponsorship to work in the UK.