



QUEEN MARY UNIVERSITY OF LONDON

Queen Mary University of London (QMUL) is one of the UK's leading universities with 25,000 students representing more than 160 nationalities. An ambitious new strategy will see the University increase in size by 2030.

A member of the Russell Group, we work across the humanities and social sciences, medicine and dentistry, and science and engineering, with inspirational teaching directly informed by our research. In the most recent national assessment of the quality of research, we were placed fifth in the UK amongst multi-faculty universities for the proportion of research outputs that were world-leading or internationally excellent. (Research Excellence Framework 2014).

We have London based campuses at Mile End, Whitechapel, Charterhouse Square, West Smithfield and Lincoln's Inn Fields. Internationally we have significant operations across Paris, Malta and in three locations in China, teaching over 5,000 students.

Queen Mary has a long, proud and distinctive history built on four historic institutions stretching back to 1785 and beyond. Our founding institutions are the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College. The vision of our founders, for each institution, was to provide 'hope and opportunity' for the less privileged population in East London and the suburbs of the City of London. These four, historic institutions now make up Queen Mary University of London, a global University committed to improving lives locally, nationally and internationally.





Strategy 2030

OUR VISION

To open the doors of opportunity.

OUR MISSION

To create a truly inclusive environment, building on our cherished cultural diversity, where students and staff flourish, reach their full potential and are proud to be part of the University. Dedicated to the public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

OUR CORE VALUES

INCLUSIVE

We will be inclusive and maintain our proud tradition of nurturing and supporting talented students and staff regardless of their background and circumstances, and continually enhance our strong engagement with our local and global communities.

PROUD

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

AMBITIOUS

We are ambitious and we will foster innovation and creativity, disrupt conventional thought, and respond with imagination to new opportunities to further our vision, mission and academic ambitions.

COLLEGIAL

We will be collegial and promote a strong collegial community through openness, listening, understanding, co-operation and co-creation, ensuring focused delivery of our collective vision and strategy.

ETHICAL

We will act with the highest ethical standards, and with integrity, in all that we do.

EDUCATION AND THE STUDENT EXPERIENCE

We will deliver an outstanding, inclusive, world-class education and student experience, co-created with our diverse student body, enhanced by our world-leading research and latest technological developments.

RESEARCH AND INNOVATION

We will be recognised for our distinctive, world-leading, curiosity-driven and applied research, and will continually build our research capacity for social, cultural and economic impact. Creating communities of diverse scholars across the globe is at the heart of our approach.



THE ROLE

PURPOSE OF POST

The Director of Infrastructure is a significant strategic leadership position at Queen Mary. A member of the University's Senior Executive Team, the post reports to the President and Principal and provides strategic leadership for the development of Queen Mary's ever-changing holistic virtual, physical and cultural working environment, both in London and worldwide.

The post holder will be aware of latest developments to support multi-disciplinary international research, innovation, world-leading education and learning, and overall well-being for all staff and students. They will also contribute to creating an overall environment to ensure all staff and students flourish, reach their full potential and are proud to be part of the University.

Candidates who have experience in developing and enhancing working, and/or living, virtual and physical environments in non-higher-education sectors (i.e. smart cities, large public or private institutions) are also of interest.

The role holder is the business partner for the Senior Executive Team and, alongside the Director of Finance and Resources and the Registrar and Secretary shares responsibility for the strategic leadership, financial management and transformation of the professional services. The Director of Infrastructure line manages the Chief Information Officer (who provides strong leadership on the IT infrastructure) and the Director of Estates, Facilities and Capital Projects (who provides strong leadership on the physical estate).

The role holder will take up post at a critical time in the University's development as it evolves to deliver its 2030 Strategy and transform its working environment for both students and staff. The ideal candidate will be someone who understands the strong interaction between the way people work and study and their surrounding environment. In particular, the post holder will understand how to improve the entire student journey from applying to becoming alumni and how to improve the delivery of research and innovation at a world-leading University.

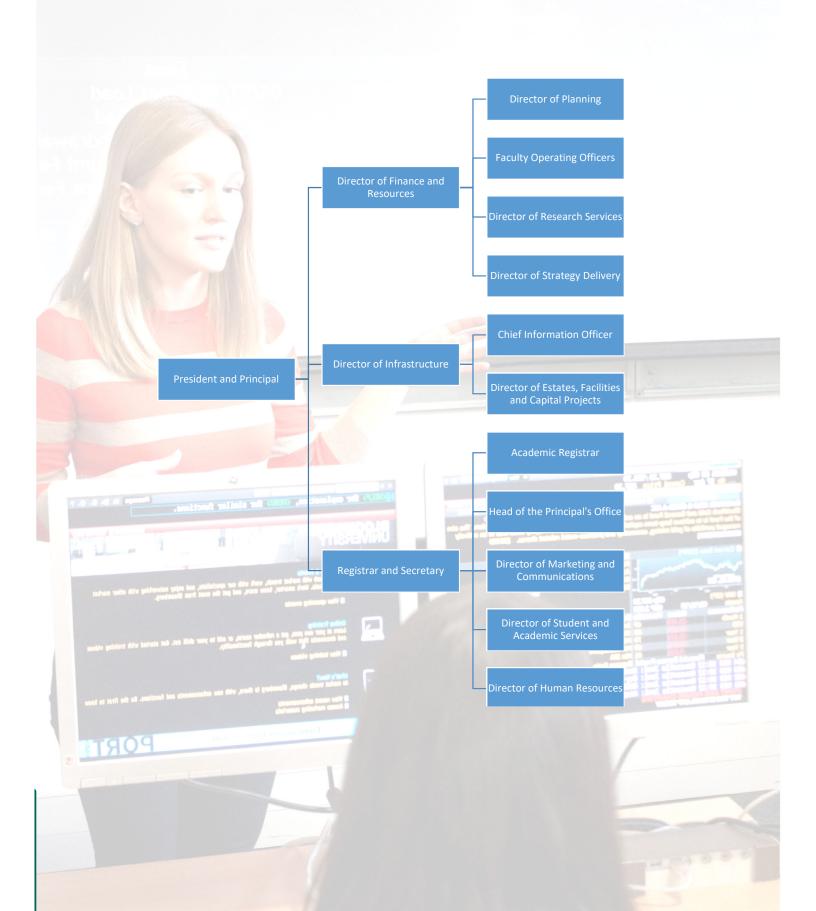




The Director of Infrastructure will:

- engage with senior leaders to commission an integrated physical and digital environment, including processes, systems and ways of working, that helps to drive forward the Queen Mary Strategy, delivers student and staff satisfaction and enables world-leading research and innovation;
- partner effectively with key stakeholders in government, commerce and the broader public sector;
- oversee and provide leadership for investment in the University's working environment, and ways of working, across its UK and global footprint;
- Provide leadership for and deliver organisation-wide major projects;
- balance strategic priorities and ensure effective governance is in place to deliver and maximise the benefits and value achieved;
- share responsibility for the strategic leadership, financial management and transformation of the professional services, driving significant changes in culture, working practices and the use of resources to optimise the University's infrastructure and services; and
- foster a leadership culture across the professional services and the University more generally that is focused on delivery, performance and accountability and that embodies the Queen Mary Values.

PROFESSIONAL SERVICES LEADERSHIP STRUCTURE





THE PERSON

The successful candidate will be a dynamic and communicative leader, capable of winning trust, and will bring:

QUALIFICATIONS

- A good first degree, or an equivalent professional qualification
- A higher-level academic or professional qualification

ESSENTIAL SKILLS

- A successful track record of driving a transformational strategy for people, infrastructure, services, processes and systems, and of utilising ever-changing international best practice, to allow staff and students to reach their full potential and flourish.
- A successful track record of working at Board Level, defining strategy and delivering on cultural change, more effective ways of working and large projects within budget.
- A successful track record of working with government, commerce, public sector and overseas organisations at the highest levels.
- A successful track record in assessing and implementing improved processes and new technologies, and collaborating with staff and students across the organisation regarding the implementation of these improvements
- Significant operational experience with a clear understanding and implementation of compliance and governance.
- Experience of working at a senior level in higher education or other complex organisations, and the ability to translate successfully experiences gained from other sectors/organisations.
- Experience of strategic planning, delivery and presenting successfully on this at executive, board level and to external organisations.
- A successful track record of stakeholder and strategic partner engagement at the highest levels and influencing external outcomes.
- A successful and strong track record of delivery of major projects, with organisation-wide impact, from inception to delivery.
- Strong leadership skills and the ability to put in place, and implement, a strong distributed leadership model.

