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| **University of St Andrews**  **IT Services**  **Campus Card Services Supervisor – TG76ML**  **Further Particulars for Applicants** |

IT Services is responsible for providing, developing, and maintaining the University’s central IT infrastructure which includes:

* the campus data network, telephone system, external network connections and data centres
* a general-purpose computing service for the students and staff of the University
* corporate information systems for the administrative units
* specialist advice and support for academic and administrative computing

IT Services offers comprehensive [computer, telephone and media services](https://www.st-andrews.ac.uk/itsupport/) to all students and staff at the University of St Andrews and also manages reports of hardware faults and requests for advice on the use of computing service systems via our [IT Service Desk](https://www.st-andrews.ac.uk/itservicedesk/).

The Unit aims to provide a contemporary and integrated technological environment, which sustains and strengthens the University's ability to deliver its strategic objectives, facilitating collaboration, world-class teaching and research, and efficient business processes. We want to deliver an environment which will support students, researchers, and academics by providing an empowering platform and functionality for knowledge creation and exchange.

IT Services is headed up by the Chief Information Officer (CIO) and has approximately 95 staff.

IT Services areas of focus are:

* **Service Delivery**, comprised of the University's IT service desk, desktop support, telephone services, AV support, campus card services, and business relationship management.
* **Enterprise Applications and Development**, providing in-house application development and integration services to support University projects.
* **Infrastructure**, which manages, supports and develops the hardware and software infrastructure, including the University network.
* **CIO's office**, which includes IT Security, ICT Resources and Data Transformation.

This post forms part of the Service Delivery Team. The team is strongly customer focused and staff are encouraged to keep their skills up to date and to share knowledge and expertise freely with their colleagues both within IT Services and across the University.

**The job description for this role is attached below.**

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| **Job Description** |

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| Job Title: Campus Card Services Supervisor  School/Unit: IT Services  Reporting to: Associate CIO (Service Delivery)  Job Family: Technical  Duration of Post: Permanent | Working Hours: Full time/36.25 hours per week  Grade/Salary Range: Grade 5 / £30,487 - £36,024 per annum  Reference No: TG76ML  Start Date: As soon as possible |

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| **Main Purpose of Role** |

To manage all aspects of Campus Card Services and co-ordinate Health and Safety activities for IT Services.

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| **Key Duties and Responsibilities** |

1. Supervise and motivate team members, monitoring and evaluating team performance and setting overall work objectives.
2. Distribute tasks, monitor the team’s overall performance, assist with training and development, complete administrative tasks and ensure UniDesk calls are dealt with efficiently and effectively.
3. Oversee the production and provision of ID cards for all staff, students, visitors and contractors, including ID cards which are reported lost, stolen or damaged.
4. Co-ordinate and maintain provision of appropriate access to buildings to the University community, within authorisation parameters.
5. Oversee the allocation of access control permits and time schedules in the access control system.
6. Provide card access reports to senior colleagues as required.
7. Act as the specialist point of contact for capital projects which require access control installations e.g. in residences, new builds, redevelopments, room upgrades, etc. by providing guidance, recommendations and liaison with key stakeholders.
8. Act as point of contact for the University’s access control contractor and ensure they comply with the terms of the agreement and meets SLAs. Define necessary changes to tenders as appropriate and ensure technical specifications are updates as necessary.
9. Ensure Campus Card Services team deal with all reported door faults, including emergencies, through liaison with impacted parties and third-party engineers.
10. Oversee and coordinate access control installations, maintenance contracts, card consumables, including hardware and software upgrades for access control and ID card systems. Arrange yearly service of the access control estate and ensure documentation is updated accordingly.
11. Keep up to date with current and emerging hardware and software technologies, identifying areas that may enhance the customer experience.
12. Provide regular call management reports and metrics and carry out regular analysis of data to monitor trends, team performance and unexpected changes in customer activity.
13. Keep up to date with latest trends and technologies in access control and card developments and represent the University at meetings and conferences, as required.

**Health & Safety**

1. Carry out regular inspections and prepare the annual Health and Safety submission of building inspections, fire inspections and risk assessments for IT Comms Rooms (approximately 170 locations across the University)
2. Co-ordinate Health and Safety training for IT Services staff, including induction and maintain all Health and Safety records in this regard.
3. Carry out risk assessments on behalf of IT Services
4. Conduct accident reports on behalf of IT Services
5. Regular communication to IT staff about H&S matters, including general guidance and awareness

Special Requirements:

*You will be required to participate in a 24 hour on-call rota for at least one third of a year (usually on a weekly basis) providing support for core University systems during evenings, weekends and holiday periods.*

*Please note that this job description is not exhaustive, and the role holder may be required to undertake other relevant duties commensurate with the grading of the post. Activities may be subject to amendment over time as the role develops and/or priorities and requirements evolve*.

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| **Person Specification** |

This section details the attributes e.g. skills, knowledge/qualifications and competencies which are required in order to undertake the full remit of this post.

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| **Attributes** | **Essential** | **Desirable** | **Means of Assessment**  (i.e. application form, interview, test, presentation etc) |
| Education & Qualifications  (*technical, professional, academic qualifications and training required)* | HND level qualification or above, or equivalent in relevant subject area. | Further education qualification in relevant area e.g. ICT.  Project Management qualification.  NEBOSH qualification.  ITIL Foundation. | Application form |
| Experience & Knowledge  (*examples of specific experience and knowledge sought*) | At least three years’ experience of working in a customer focused environment.  Experience of leading a small team.  Experience of working with bespoke IT systems.  Experience of working with third party vendors and suppliers.  Experience of delivering and coordinating projects. | Experience of working in Higher Education. | Application form |
| Competencies & Skills  (*e.g. effective communication skills, initiative, flexibility, leadership etc*) | Confident user of Microsoft 365 tools.  Effective communicator (spoken and written) strong customer care skills.  Willingness to be flexible and take on new administrative tasks as required.  Strong self-motivation and ability to display initiative.  Good listener.  Excellent attention to detail.  Ability to work well in a team. | Good understanding of purchase order processes.  Excellent time management skills. | Assessed at interview |

**Essential Criteria** – requirements without which a candidate would not be able to undertake the full remit of the role. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the short-listing stage.

**Desirable Criteria** – requirements which would be useful for the candidate to hold. When short-listing, these criteria will be considered when more than one applicant meets the essential requirements.

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| **How to apply** |

We encourage applicants to apply online at [www.vacancies.st-andrews.ac.uk/welcome.aspx](http://www.vacancies.st-andrews.ac.uk/welcome.aspx).

If you have difficulties in completing the online application form, please call +44 (0)1334 462571 or contact [vacancies@st-andrews.ac.uk](mailto:vacancies@st-andrews.ac.uk) for an application pack.

Applications should consist of the online application form only. Please do not upload CVs or covering letters.

For all applications, please quote ref: TG76ML

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| **Other Information** |

This post will be primarily based at the Eden Campus at Guardbridge, a state-of-the-art working environment for professional services units.

In accordance with the new immigration rules, it is with regret that this role does not meet the current suitability requirements set by the UKVI to enable sponsorship of migrant workers.The University encourages all interested candidates to apply regardless of nationality and all applications received are assessed against the essential and desirable criteria listed in the further particulars.  The successful candidate will have to demonstrate their right to work in the UK prior to commencing employment and where required, obtain the right to work in the UK without relying on University sponsorship.  Information on other visa options is available at [https://www.gov.uk/check-uk-visa](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fcheck-uk-visa&data=04%7C01%7Csg43%40st-andrews.ac.uk%7Cafac7322058645cedc6808da12632e01%7Cf85626cb0da849d3aa5864ef678ef01a%7C0%7C0%7C637842514422631093%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=kM%2F3JwneeNydEuqzYCOGR8Av87sjhFySRETnsBd8Rb8%3D&reserved=0) or by contacting our HR Immigration Team on [hrimmigration@st-andrews.ac.uk](mailto:hrimmigration@st-andrews.ac.uk).

Before an appointment can be confirmed, you will be subject to a Criminal Records check.

Equality, diversity and inclusion are at the heart of the St Andrews experience. We strive to create a fair and inclusive culture demonstrated through our commitment to diversity awards (Athena Swan, Carer Positive, LGBT Charter and Race Charters). We celebrate diversity by promoting profiles of BAME, LGBTIQ+ staff and supporting networks including the Staff BAME Network; Staff with Disabilities Network; Staff LGBTIQ+ Network; and the Staff Parents & Carers Network. Full details available online: <https://www.st-andrews.ac.uk/hr/edi/>

The University of St Andrews is a charity registered in Scotland (No SC013532).

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| **Obligations as an Employee** |

You have a duty to carry out your work in a safe manner in order not to endanger yourself or anyone else by your acts or omissions.

You are required to comply with the University health and safety policy as it relates to your work activities, and to take appropriate action in case of an emergency.

You are required to undertake the Information Security Essentials computer-based training course and adhere to its principles alongside related University Policy and Regulations.

You are required to undertake all mandatory training as deemed appropriate by the University for your role.

You are responsible for applying the University’s equality and diversity policies and principles in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own area of work/activities.

You should be adaptable to change, and be willing to acquire new skills and knowledge as applicable to the needs of the role.

You may, with reasonable notice, be required to work within other Schools/Units within the University of St Andrews.

You have the responsibility to engage with the University’s environmental sustainability strategy, committing the University to reach net-zero by 2035.

You are required to engage with the technology, systems and communication channels necessary for you to undertake your work and must update your personal details via HR Self Service whenever there is a change.

Employees with staff management responsibilities must familiarize themselves with appropriate policies.

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| **Who Are We? St Andrews At a Glance** |

* The third oldest university in the English-speaking world.
* Ranked top UK university in the [Guardian University Guide 2024](https://news.st-andrews.ac.uk/archive/st-andrews-keeps-top-spot-in-uk-university-ranking/).
* Ranked number one in the UK in the [Times and Sunday Times Good University Guide 2024](https://news.st-andrews.ac.uk/archive/historic-double-first-for-st-andrews/).
* Students at the University of St Andrews are more positive about their education than students at any other mainstream university in the [National Student Survey 2023](https://news.st-andrews.ac.uk/archive/st-andrews-students-most-positive-in-uk/).
* The University of St Andrews is Scotland’s top university and one of the top four universities in the UK in [The Complete University Guide 2024](https://news.st-andrews.ac.uk/archive/st-andrews-top-in-new-university-rankings/).
* The University is top in the UK for Teaching Quality in the [Daily Mail University Guide 2024.](https://www.dailymail.co.uk/news/university-guide/article-12491201/University-rankings-league-table-Use-Daily-Mails-interactive-guide-right-uni-you.html)
* Research-intensive, more than 88% of research carried out by the University of St Andrews is world-leading or internationally excellent (Research Excellence Framework 2021).
* Athena SWAN [Bronze Award holder](https://news.st-andrews.ac.uk/archive/athena-swan-awards/)
* A [Strategy](https://www.st-andrews.ac.uk/about/governance/university-strategy/) founded on ambition to be World-Leading, Diverse, Global, Entrepreneurial and Sustainable all underpinned by a commitment to socially responsibility.
* A community of 10,000 students and 3000 staff.
* Highly international – more than 30% of students and staff are from outwith the UK
* A non-campus university, closely integrated with the ancient town of St Andrews
* Top quality [sports](https://www.st-andrews.ac.uk/sport/), [music](https://www.st-andrews.ac.uk/music/) and [nursery](https://www.st-andrews.ac.uk/hr/edi/carers/childcare/nurseries/) facilities for staff and students

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| **University of St Andrews** |

Founded in the 15th century, St Andrews is Scotland’s first university and the third oldest in the English-speaking world. The University of St Andrews is one of Europe’s most research-intensive seats of learning. It is one of the top-rated universities in Europe for research, teaching quality, and student satisfaction.

Today, under the leadership of Principal and Vice-Chancellor Professor Dame Sally Mapstone FRSE, the University’s Strategy is to broaden its global influence, with a focus on diversity, building a culture of entrepreneurship, research excellence, and social responsibility.

St Andrews is committed to broadening digital education, enhancing the experience of our on-campus students, while bringing a St Andrews education to much wider global community.

From climate science and sustainable development to energy ethics and grass-roots level action across all the communities in which it operates, sustainability is at the heart of the University’s Strategic vision. World-leading research on sustainability is taking place across the breadth of the University, with researchers addressing key questions on the defining issue of our generation.

The University has set an ambitious target of carbon net zero by 2035, ten years ahead of the Scottish Government’s 2045 target.

St Andrews is ranked as the top university in the UK in *The Guardian Guide 2024*, and *The Times and Sunday Times University Guide 2024*. The *Complete University Guide 2024* ranks St Andrews as the top university in Scotland, and fourth in the UK.