1. Job Details
Job title: Head of Research and Geo-data Service Delivery
Planning Unit: EDINA National Data Centre
Line manager: Director of EDINA

2. Job Purpose
Leadership and functional management of EDINA Research and Geo-data Services, delivered as world-class national online services to UK academic community: identifying and securing successful and profitable business development opportunities; supporting the Director of EDINA in meeting strategic goals of both the Joint Information Systems Committee (JISC) and the University which has formal Funding Agreement with the HE Funding Councils.

3. Main Responsibilities % of time
1. Functional team management of the Research and Geo-data services area, including staff management, recruitment, development and budgetary control; securing appropriate resources including software and expertise. 20
2. Oversight, with respect to geospatial and research data services, of implementation, operation and maintenance of EDINA’s on-line information services, in compliance with contractual SLA’s specified in the Funding Agreement between the University and HEFCE. 20
3. Leadership of a programme of development projects, largely externally-funded and won by competitive tender; co-ordination of project managers in monitoring project performance against budget, milestones and agreed deliverables, allocating resources and managing risk; bringing to the attention of the Director that which is strategic or otherwise significant. 20
4. Contribute to the leadership, overall success, strategic development and management of EDINA as a JISC National Data Centre; member of Management Team, deputising and acting, jointly, as Assistant Director with respect to delegated authority for Centre staffing and financial contracts. 10
5. Identify, assess, and aggressively pursue funding opportunities within strategic framework. Ensure ownership and success in the coordination, preparation and submission of proposals, working cooperatively as required with other senior staff, other institutions, other national bodies, and partner consortia. Conduct contract negotiations for funding. 10
6. Overall leadership of relevant service and project contract negotiations with JISC, and other awarding and public sector bodies, to secure successful outcomes for the University. Liaison and relationship-building with outside bodies, to support/represent EDINA services and project activities, and within the University to achieve synergy. 10
7. Determining strategic policy in the area of research and geo-data services. This requires up-to-date knowledge of the GI Industry, emerging technologies and best practices, to achieve best leverage to meet the needs of the UK academic community. Contributing to the overall success, development and management of EDINA as a national data centre. 10

4. Planning and Organising
At a macro level, the post-holder must meet rising expectations of funders with respect to the scale of activity, by ensuring deployment of existing staff and other resources and also ensuring that annual income is sufficient with respect to expenditure in order to maintain financial solvency. At the micro level, the post-holder is responsible for the allocation of resources to meet project and service imperatives. Funding for new and replacement services and for projects is subject to competitive bidding, this requires foresight activity, as well as cost-effective proposals, to ensure strategic goals are met. Funding for existing services is dependent upon successful submission of a Three Year (rolling) Strategic Plan, an agreed Budget, and an Operational Plan, to be approved by the EDINA Management Board, on which both the University and the JISC have representatives. There is work with the JISC to review and agree, on an annual basis, the published performance indicators to comply with the SLAs for national services.

5. Problem Solving
External Ensuring high quality services in place. Large-scale 24/7 operation and delivery of national online services means that the unusual /unwanted does happen. This includes possible...
breaches of IPR and copyright, as well as software/hardware failure. High quality and effective relationship and dependency management. How to get the best from suppliers and partner organisations. Responding to changing demands from users, the operational environment and within the industry.

Internal All problems associated with management of staff and support for management colleagues: recruitment/motivation/deployment/retention.

6. Decision Making
High level, ranging from overview of day-to-day to executive and strategic; having access to advice from specialist technical staff, decisions have to be taken independently and with authority and timing – with respect to operation of services, service roll-out, project outcome, overall strategy.

7. Key Contacts/Relationships
As functional and resource manager, this post-holder works closely with equivalent colleagues within EDINA, particularly other senior managers and the Director. Liaison with national agencies, MIMAS, senior representatives from other organisations, nationally and internationally, and with project partners is significant part of the post. This includes universities, colleges, research centres, public sector organisations, private companies, government agencies (e.g. Scottish Executive, ODPM) and standards bodies. Effective liaison with funding bodies (e.g. JISC, ESRC) is essential to ensure mutually agreed objectives, ongoing support and funding. Contact is by email/phone and face-to-face meetings, with senior managers and directors.

Relationships are purposeful, geared towards either the delivery of new services, including securing access to new datasets, or forging potential collaborations on projects to further that end. The post-holder participates in national and international events and sits on external committees.

8. Knowledge, Skills and Experience Needed for the Job
The skills set required is broad and deep-ranging from outstanding technical competence, the ability to communicate (both written and orally) at all levels within the organisation and proficiency at organising and planning, through to a thorough grasp of Internet-based business activity. As important are the skills of leadership, with evident customer-focus and service-orientation, and the ability to manage relationships effectively.

Significant relevant practical experience is required, with a postgraduate degree in an area of geospatial science or an equivalent professional qualification regarded as essential. The post-holder should have 10-15 years experience of working in the industry. Detailed knowledge and an appreciation of the geographic information market and industry trends, nationally and internationally, are also ‘near essential’; the individual is expected to be well known within the UK Geographic Information (GI) industry. Knowledge and understanding of the purposes and practices in higher education is similarly so. Experience is required of programme and project management and of leading project teams which include external organisations. Business analytical skills, including negotiating and influencing skills, presentation and facilitation, is critical.

9. Dimensions
Client base is staff and students in all UK universities, colleges and research institutes; primary services affecting 400+ institutions with 30,000+ registered user base. Act as Assistant Director and deputise for the Director at internal and external events. Head of services with staff and resource management: 18 FTEs overall, variable number of FTEs as Project or Programme Manager, 6 staff reporting directly; approximately 15 directly/indirectly affected; responsible for service and project contracts worth c. £1m (2005/6); end user service value > £16M per annum at commercial rates. Significant national and international dimensions, through engagement with formal partners or collaboration with other organisations, presentations at conferences, occasional papers and publications. Represent EDINA on various national and international committees.

10. Job Context and any other relevant information
The job context is provided by the role of the organisation as a National Data Centre that services the whole UK higher and further education sectors. The job has national impact with implications beyond the local, Edinburgh context, but also with impact upon the University.

Consequences of error either in finance, achievement of project outputs or service levels can be great, either in loss/repayment of funds or kudos/reputation of the University.

Works at times under a considerable amount of pressure. Out of hours work required at times due to the business critical nature of some aspects of the job.