

Role Title

Country ICT Manager, Nigeria

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Advisory, policy and expertise	7	Lagos	Indefinite contract	Deputy Director Operations

Role purpose

To provide visible and engaging leadership of the Information and Communication Technology (ICT) function within the British Council main offices in Nigeria, ensuring strong overall management through provision of best-practice IT services and operations, team leadership, security management, business partnering and training to the IT team and wider staff body.

About us

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

Nigeria is the British Council's largest operation in sub-Saharan Africa with offices in 4 cities – Port Harcourt, Kano, Abuja and Lagos. Our 150+ staff work across a range of states delivering large scale contracts, partnership programmes, examinations, projects as well as services in Arts, Education & Society and English & Exams. All our activities are aimed at bringing benefits to both Nigeria and the UK.

Partners and clients include government, public and private institutions, foundations, private sector organisations and civil society. We work closely with the wider UK resource in Nigeria including the Foreign and Commonwealth Office (FCO), the Department for International Development (DFID) and the Department for International Trade (DIT).

We are expanding and scaling up our existing programmes, contracts and services in the Arts, Education & Society, English & Examinations, and developing offers to fill important gaps such as in Skills. We are also working to ensure that we have a good balance of partnership, customer services and client funded work across all these sectors.

To do all this we need to create the right enabling environment. In addition to developing the professional and technical expertise of our staff, we need to support them to extend our reach, build new relationships within Nigeria, and manage risks. This will ensure we develop as well as adopt and use best practice. The importance of our ICT platform, including software, hardware, and the skills of our staff is therefore paramount to successful operation. This post is therefore a key one in terms of supporting the wider country operation to achieve its mission and ambitions.

Equality, Diversity & Inclusion:

The British Council is committed to a policy of equal opportunity and welcomes applicants from all sections of the community. We work to ensure that people are not unjustifiably discriminated against on the basis of gender, including transgender, marital status, sexual identity, religion and belief, political opinion, race, work pattern, age, disability or HIV/AIDS status, socio-economic background, spent convictions, trade union activity or membership, on the basis of having or not having dependants, or any other irrelevant grounds.

Main opportunities/challenges for this role:

The major opportunity is to reshape the British Council's IT function in Nigeria to respond to the expansion and strategic demands of the operation. For the first year in particular:

- There is a strong opportunity to lead the transition of the IT team from a compliance-led to a business-partnering function, operating from newly improved premises where all facilities and equipment are up to corporate global standards. This will involve the embedding of a new, service-driven team culture both within the IT team and through its interface with other sections.
- An associated challenge (and opportunity) is the existing software skills-base among the wider teams; many staff do not exploit O365 to its potential, do not use collaboration software effectively and are over-reliant on email for communication and project management. The postholder can therefore make a strong contribution to increased efficiency and effectiveness of the country operation through training and overseeing the uptake of more contemporary and effective ways of working.

The following years will build on the basis established for the IT function and develop it further.

Main Accountabilities:

Leadership of the IT function

- Oversee best-practice performance management in the team
- Maintain a skills framework and advise on required outcomes for learning & development
- Oversee appropriate, stretching, motivating continuous professional development (CPD) among the team
- Provide mentoring or coaching to the team to ensure ongoing motivation and performance at 'top-of-their-game'
- Develop a positive team spirit, a positive motivation climate and a close, collaborative unit
- Lead and manage the team to provide a serious customer and business-support driven ethos; actively communicates the difference between this and pure technical implementation
- Play a leading role, in collaboration with colleagues and external suppliers, in the development of digital products and media for the British Council in Nigeria

Relationship and stakeholder management

- Act as trusted advisor / business partner / consultant to other sections, becoming involved in the decision-making process with colleagues in support of the business
- Support business development through solution-led design and development of IT interventions
- Provide input to strategic and business-driven decision-making for the senior team
- Country leadership

- Internal Strategic Business Unit (SBU) leads
- Operations and Business Support Service (BSS) leads
- Manage and lead on an effective relationship with Global Information Services (GIS)
- Lead locally on effective management of Vodafone's service delivery, in liaison with GIS
- Manage the performance of key suppliers
- Develop and drive an (IT) team culture of taking and using feedback to enhance stakeholder relationships

IT Operations Management

- Lead the Nigeria IT team to ensure an effective, fit-for-purpose IT infrastructure is in place for the country operation, including all hardware, software and systems
- Conduct periodic reviews of the interface between the IT and other functions to ensure best effectiveness, including the core business streams (Education & Society, Arts, Examinations) and Business Services streams (especially but not limited to Facilities and Information Management), leading group discussions with key stakeholder groups
- Create an Annual IT strategy based on key business drivers and technical developments, integrating it with needs and developments of the business streams above
- Drive implementation of the Annual IT Strategy through the IT team, incorporating it appropriately into performance portfolios (deliverables, development plans and behaviours), drawing appropriately on input and support from Global Information Services
- Ensure weekly, monthly and quarterly checks are carried out fully by the team and reported on appropriately to GIS
- Design, manage and oversee effective IT Proactive Preventive Maintenance (PPM) systems
- Oversee best-practice procurement, vendor management and contract management for the IT function
- Ensure the seamless operation of external-facing webstreaming platforms
- Use network management tools to determine network load and performance statistics
- Maintain strong awareness of the external landscape for web-enabled team collaboration and data analytics sites and advises the business on implementation
- Run local testing of new software in liaison with GIS to enable an efficient approval process

IT and data security management

- Undertake assessment of risks, make preparations for crisis management, and provide quality written input on IT to the Business Continuity Plan. Organise testing of the IT continuity plan on a calendarised annual basis
- Communicate security risks and issues to staff to minimise risk to the business
- Track and resolve any instances of use of unauthorised assets, e.g. unlicensed copies of software

Training

- Act as lead trainer for IT initiatives, to ensure best-practice use of the available tools is embedded into day-to-day work
- Champion corporate IT initiatives (e.g. O365)
- Train and enthuse staff on IT-led new ways of working, e.g. O365, OneNote, SharePoint
- Train staff on best-practice email and calendar management to ensure optimal business effectiveness
- Train and enthuse staff for good-practice collaboration on tools other than email
- Train staff on effective knowledge and data management, e.g. use of SharePoint over shared drives

Key Relationships:

Internal

- Country Management Team (CMT) Nigeria
- Senior Leadership Team (SLT) Nigeria
- Director and Deputy Director Operations, Nigeria
- IT team
- Head of Facilities Operations, Nigeria
- Facilities Team, Nigeria
- HR Team, Nigeria
- Information and Records Manager, Nigeria
- Regional Engagement Manager for Sub-Saharan Africa, Global Information Services (GIS)
- Regional Delivery Manager for Sub-Saharan Africa, (GIS)

External

- Key vendors and suppliers of ICT-related services and products

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Existing right to live and work in Nigeria.	Shortlisting
Direct contact or managing staff working with children?	No	N/a
Person Specification:		Assessment stage
Language requirements (DELETE IF NOT APPROPRIATE)		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> English language to minimum B2 level (CEFR) 		Shortlisting Verbal ability assessment
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> Project Management: Prince 2 Foundation Level or recognised equivalent MCP on Windows 2008 certificate or corresponding level of knowledge ITIL Foundation certificate or corresponding level of knowledge 	Project Management: Prince 2 Practitioner 1 or recognised equivalent	Shortlisting

Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Microsoft Office 2016 package exploitation and support ▪ Extensive knowledge of O365 functionality, including Skype for Business, Teams, OneNote, One Drive, Planner, Sway ▪ Demonstrable knowledge of contemporary software applications for collaborative working and project management ▪ Ability to write structured, cohesive narrative reports in plain English 		<p>Shortlisting</p> <p>Post-shortlisting: (IELTS Academic module 6.5 in writing)</p>
Role Specific Skills (if any)		<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Practical knowledge of computer networks (client-server and work group networks) ▪ Practical knowledge of working with Microsoft Windows Server products in the Active Directory environment. ▪ Demonstrable experience in IT training delivery, including knowledge of training transfer and evaluation principles ▪ Stakeholder management and consulting skills (see 'Communicating and influencing' below) 		Shortlisting and Interview
British Council Core Skills		<i>Assessment Stage</i>
<p>Communicating and influencing level 4 Uses influencing techniques Uses formal and informal negotiating and motivation techniques to influence others' behaviour and persuade them to think and act differently, while respecting difference of view and culture</p> <p>Managing people level 3 Manages a team Provides full line management to a team where all members are working in a similar area of expertise or business. Scope includes planning, setting objectives, role modeling an inclusive culture, recruitment, development and performance management.</p> <p>Managing projects level 3 Leads smaller projects Analyses requirements with the sponsor/stakeholders, defining the specification with awareness of equality and diversity impact, planning, revising, implementing and evaluating on small-to-medium scale and/or low risk projects</p>		<p>Shortlisting and Interview</p> <p>Post-shortlisting occupational profile assessment</p>

<p>Using technology level 3 Identifies improvements Identifies where new or improved technology could benefit business efficiency, the customer experience or market opportunities and makes evidence-based recommendations</p> <p>Managing risk level 3 Develops the culture Has track record of analysing potential risks, promoting risk awareness, and holding others to account for their practices</p>	
<p>British Council Behaviours</p>	<p>Assessment Stage</p>
<p>Creating Shared Purpose (More Demanding) Creating energy and clarity so that people want to work purposefully together</p> <p>Connecting with Others (More Demanding) Actively appreciating the needs and concerns of myself and others</p> <p>Shaping the Future (More Demanding) Exploring ways in which we can add more value</p> <p>Working Together (More Demanding) Ensuring that others benefit as well as me</p> <p>Being Accountable (More Demanding) Putting the needs of the team or British Council ahead of my own</p> <p>Making it Happen (More Demanding) Challenging myself and others to deliver and measure better results</p>	<p>Interview</p> <p>Required for the role but not used in recruitment</p> <p>Required for the role but not used in recruitment</p>
<p>Prepared by:</p>	<p>Date:</p>
<p>Director Abuja / Deputy Director Operations Nigeria</p>	<p>June 2019</p>