University of East Anglia Norwich

TEAM MANAGER (NETWORKS)

IT & COMPUTING SERVICE

ALC1687

CANDIDATE BROCHURE



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WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Sir Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Aaron Hayward, Head of Network Services via email Aaron.hayward@uea.ac.uk.

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



THE ROLE

Reporting to: **Head of Network Services**

Responsible for: **Network Engineers**

The Team Manager (Networks) is accountable for the end-to-end delivery, performance, and continuous improvement of network services across the University, including wired, wireless, WAN/VPN, telephony, and network security services.

Operating at SFIA Level 5 (Ensure/Advise), the role holder leads the Network Operations Team and ensures that services meet agreed availability, performance, security, and customer experience targets, supporting the needs of teaching, research, students, and administrative functions.

The role focuses on service ownership, people leadership, operational governance, and data-driven performance management, working in partnership with Technical Leads who retain responsibility for technical design and architecture.

KEY RESPONSIBILITIES

SERVICE OWNERSHIP & ACCOUNTABILITY

- Accountable for the availability, reliability, and performance of network services
- Owns delivery against agreed SLAs, OLAs, and service standards
- Ensures effective monitoring, reporting, and service review processes
- Identifies service risks and ensures appropriate mitigation actions
- Leads the planning and delivery of service improvements and optimisation initiatives

PEOPLE LEADERSHIP & CAPABILITY DEVELOPMENT

- Lead, manage, and develop a team of Network Engineers
- Allocate workload and manage resources to meet operational and project demands
- Conduct performance management, appraisals, and wellbeing conversations
- Identify skills gaps and align development to SFIA capabilities and organisational priorities
- Support recruitment, onboarding, and workforce planning

OPERATIONS & INCIDENT MANAGEMENT

- Ensure effective day-to-day delivery of network operations
- Lead the response to major network incidents, ensuring coordination, escalation, and clear communication
- Ensure timely resolution of incidents and service requests in line with SLAs
- Oversee post-incident reviews and ensure that learning and improvement actions are completed

CHANGE, RISK & GOVERNANCE

- Ensure effective change management controls are applied to network services
- Review and approve high-risk or high-impact changes
- Define and maintain governance processes aligned with University policies, standards, and risk frameworks
- Identify, assess, and manage risks related to network service delivery

SERVICE DELIVERY

- Ensure reliable network services supporting:
  - Teaching spaces and digital learning environments
  - Student accommodation and campus-wide network access
  - Research systems and high-performance data requirements
  - Student experience
- Maintain operational readiness for key academic periods (e.g., start of year, clearing)
- Understand and manage the impact of network performance on student experience, teaching delivery, and research outcomes

PERFORMANCE, REPORTING & DATA-DRIVEN MANAGEMENT

- Analyse service performance data (e.g., incidents, SLAs, trends, capacity)
- Use data to inform decision-making, prioritisation, and resource allocation
- Produce and present reports on service performance, risks, and improvement activities
- Drive a culture of evidence-based service management

CUSTOMER EXPERIENCE & SERVICE QUALITY

- Promote a customer-focused culture within the team
- Use feedback and service metrics to improve user experience and satisfaction
- Ensure consistent, high-quality service delivery across all interactions

CONTINUOUS IMPROVEMENT & OPERATIONAL EXCELLENCE

- Lead structured service improvement initiatives based on:
  - Performance data
  - Customer feedback
  - Audit and review findings
- Ensure processes, procedures, and documentation are current and effective
- Embed a culture of continuous improvement and operational excellence

COLLABORATION & SUPPLIER MANAGEMENT

- Work collaboratively with all ITCS teams and the wider stakeholder groups across the University
- Ensure effective escalation paths and cross-team working practices
- Manage relationships with suppliers and vendors
- Monitor supplier performance and resolve service issues

FINANCIAL & RESOURCE MANAGEMENT

- Contribute to budgeting, forecasting, and financial planning for network services
- Monitor expenditure and ensure value for money
- Support the development of business cases for service enhancements

WORKFORCE PLANNING

- Leads the development of workforce plans to ensure the availability of appropriately skilled resources to meet organisational objectives and commitments
- Contributes to the development of the strategic workforce planning approach. Oversees and reviews the implementation of workforce plans

- Develops current-state assessment of workforce skills, capabilities and potential. Forecasts future workforce demand for skills based on broad organisation-wide plans and external factors
- Maintains a skills and capability inventory and identifies options for closing gaps

GENERAL

- There will be a requirement for all members of the team to be flexible in undertaking additional or alternative duties commensurate with the grade
- There may be a requirement to work outside normal hours, either to attend appointments/ meetings, to meet specific deadlines or to support critical incidents
- You will be expected to attend staff training sessions to refresh and update systems knowledge and the range of core skills required to undertake the role
- Contribute to the continuous development and implementation of Infrastructure Services
- Act in accordance with the University's Values, in all aspects of work
- Abide by all University Regulations and Policies relevant to the role
- The postholder is bound at all times to observe the strict rules of confidentiality applicable to work in ITCS

SFIA SKILLS PROFILE (LEVEL 5 – ENSURE / ADVISE)

SFIA SKILL	LEVEL	DESCRIPTION
ITOP – IT Operations	5	Ensures effective operation and performance
NTAS – Network Support	5	Accountable for network service delivery
SLMO – Service Level Management	5	Owns SLA delivery and service quality
USUP – Incident Management	5	Leads major incident response
PBMG – Problem Management	5	Ensures root cause resolution and prevention
CHMG – Change Management	4-5	Governs change processes and risk
GOVN – Governance	5	Defines and applies governance frameworks
PEMT – Performance Management	5	Uses metrics to drive service performance
RLMT – Stakeholder Relationship Management	5	Manages stakeholder engagement

PERFORMANCE MEASURES

Success in this role will be measured through:

- Network service availability and SLA compliance
- Effective management and resolution of major incidents
- Delivery of service improvement initiatives and reduction in repeat issues
- Team performance, engagement, and capability development

- Change success rate and effective risk management
- Stakeholder satisfaction and user feedback

BEHAVIOURAL EXPECTATIONS (SFIA LEVEL 5)

The role holder is expected to:

- Take accountability for service outcomes and team performance
- Work with broad autonomy to deliver organisational objectives
- Influence stakeholders and communicate effectively at all levels
- Lead and develop people, fostering a collaborative and high-performing team culture
- Balance operational delivery with continuous improvement
- Make informed decisions in complex and dynamic environments
- Promote a strong customer service ethos

BEHAVIOURAL EXPECTATIONS (SFIA LEVEL 5)

- Operates within a shared services IT environment, supporting a diverse academic and student community
- Works across a large campus estate with varied technical and user needs
- Supports services critical to teaching, learning, research, and administration
- Participates in an out-of-hours escalation rota

DEVELOPMENT & PROGRESSION

This role provides progression towards:

- Head of Network Services (SFIA Level 6)
- Senior service leadership roles within ITCS

Development is supported through:

- Leadership and management training
- Service management and governance development
- Participation in strategic IT programmes

THE PERSON

EDUCATION & TRAINING

- Strong understanding of ITIL-based service management practices (E)

SKILLS AND KNOWLEDGE

- Significant experience managing teams within a service-focused operational environment (E)
- Experience being accountable for service delivery outcomes and performance (E)
- Experience managing workload, performance and operational priorities (E)
- Experience working within governance, compliance and risk frameworks (E)
- Engage team members in meaningful performance, development, career and wellbeing conversations (E)
- Provide an engaging PDR for each team member (E)
- Experience in Higher Education or similarly complex, multi-stakeholder environments (D)
- Experience managing technical teams without direct technical ownership (D)
- Awareness of network or infrastructure services (D)
- Experience working with external suppliers and service providers (D)

PERSONAL ATTRIBUTES

- Ability to interpret service data and use it to drive decision-making (E)
- Demonstrate UEA's Values and behaviours in day-to-day work and support a team culture that reflects them (E)
- Willingness to change and develop work practices (E)
- Proactive and self-motivated and willing to take ownership of tasks without close supervision (E)
- Confident, articulate and credible (E)
- Able to maintain confidentiality (E)

SPECIAL CIRCUMSTANCES

- The role holder will be required to attend campus a minimum of 4 days per week (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FURTHER INFORMATION

This full-time post is available on an indefinite basis.

Salary will be £38,784 to £46,049 per annum on Grade 7 on the single salary spine.

Relocation expenses are reimbursable under certain conditions.

Place of Work - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals. We have a hybrid-working policy which supports a mix of at home and on campus 'hybrid' working for many roles. This role requires attendance on campus a minimum of 4 days per week

The flexibility of the hybrid-working policy allows the possibility of some remote working, but it is the expectation that all appointments will be UK based, with any overseas working agreed in advance by exception only.

If successful you will be asked to show evidence of right to work in the UK prior to any formal offer being made. Non-British and non-Irish nationals entering the UK to undertake employment or who are currently in the UK will have to meet eligibility criteria under the points-based immigration system. The University may be able to provide sponsorship under the if relevant criteria are met. Please note, due to the complexities of the immigration system, Skilled Worker visa sponsorship is not guaranteed for every role. If you would like further information about whether this role is eligible for visa sponsorship, please contact staff.visacompliance@uea.ac.uk

The post is superannuable under the Universities Superannuation Scheme and there is an annual leave entitlement of 30 days plus statutory (8 days) and customary (6 days) holidays. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: https://vacancies.uea.ac.uk/

The closing date for this role is 11:59pm on **2 December 2026**.

Please note that the application form contains an Equal Opportunities section which must be completed. The Equal Opportunities information will not be made available to the selection panel and will not form any part of either the short-listing or decision making process.

It is anticipated that presentations and interviews will take place on **15 December 2026 2026** and we will inform you of the outcome of your application prior to this date.

Reasonable travel and incidental expenses incurred in attending the interview will be reimbursed, subject to qualifying criteria (please ensure that you keep all receipts). Please note that if you are offered a post and decline the offer, travel and incidental expenses will not be reimbursed.

ABOUT THE DIVISION

The scope of the Division covers all aspects for IT Provision for the Universities Faculties, Schools and Professional Services divisions. Services are provided to students and staff covering both educational and research activities.

The Division is headed by the Chief Information Officer, whose direct reports will include in the new Operating Model:

- Associate Director of Shared Services and Deputy CIO
- Associate Director of Security, Risk and Governance
- Associate Director of Enterprise Architecture
- Associate Director of Enterprise Business Systems

The division is undergoing significant change with the aim of building on solid foundations that have served the University well over the recent past to adapt and respond to the strategic direction of the University:

- Culture – our values (respect, collaboration, empowerment and ambition) are helping reshape our behaviours to create an environment where all thrive together.
- Evolving operating model covering people, processes and technology – this includes our business engagement, planning and delivery as well as IT Service Management.
- New technology – we are expanding our adoption of productivity and service management tools, both internally to ITCS and across the wider University in response to the emerging needs of higher education.
- Developing services that support underserved areas of the University

People and Leadership are at the centre of what we do. We are investing in our people, including new roles and a focus on personal and professional development. While we value excellent technical skills, we also recognise the important role that good leadership plays in what we aim to achieve. Engagement and communication play a very important part in enabling and facilitating our journey. Above all else, a focus on the outcomes for our students and staff are at the forefront of our thinking.

Further information on the IT and Computing Service is available at: IT Information - University Information - About - UEA



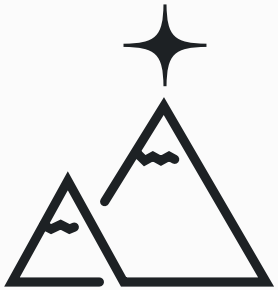


OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- AMBITION
- COLLABORATION
- EMPOWERMENT
- RESPECT



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

Leadership Framework

University of East Anglia Norwich

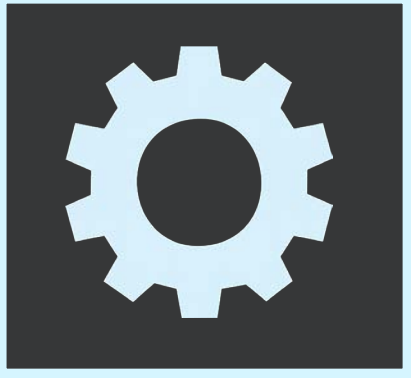
Leading Self
(Take action)

Role model the values
Act with integrity
Own your actions

The leadership practice of leading yourself means role modelling the UEA values, acting with integrity in everything you do and taking responsibility for your actions.

Leading Self involves being accountable for your professional development; that may include development that supports you with performance in your current role or looks at developing skills that prepare you for future opportunities.

Leadership approach – Values Based



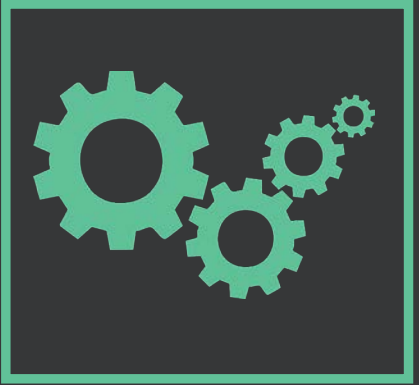
Leading Others
(Inspire the team)

Engage the team
Empower, coach and develop
Create a feedback culture

The leadership practice of leading others means, inspiring, engaging and motivating other individuals (or a team) to work cohesively and to perform well.

Leading Others involves being accountable for the direction, development, encouragement, support and performance of other people. This may mean you are responsible for leading others through developmental and/or transitional change.

Leadership approach – Developmental



Leading The University
(Imagine future success)

Drive strategic development
Be bold
Review and evaluate progress

The leadership practice of leading the university means imagining sustainable future successes for the university and translating that vision into strategic objectives and goals that teams can work collaboratively on delivering.

Leading The University involves being accountable for the strategic direction and development. It requires a clear vision, direction and bold decision making. You may be responsible for leading the University through systemic or transformative change which will involve robust review and evaluation processes.

Leadership approach - Adaptive



ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Sir Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Sir Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the 'three pillars' of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and 'eco' products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on X @SustainableUEA



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office) and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

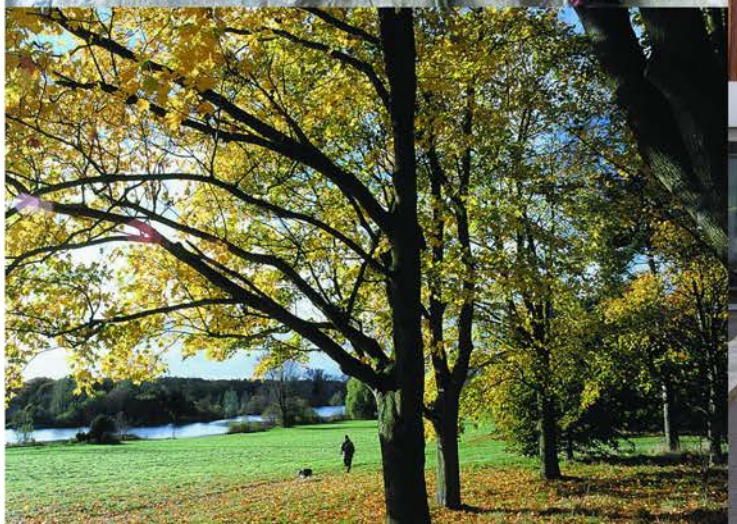
Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.











NORWICH
A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930s parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite https://www.uea.ac.uk/about/working-at-uea. Additional information about living and working in the city of Norwich can be found at https://www.workinnorwich.co.uk/







If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.

STEPHEN FRY





LOCATION

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS
CAMBRIDGE • 1 HR 15 MINS
BIRMINGHAM • 4 HOURS
Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR
CROMER • 45 MINUTES
SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES
STANSTED AIRPORT • 2 HOURS
London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked 26th in the UK (Complete University Guide 2026) and is in the UK Top 25 for research quality (Times Higher Education Rankings 2026) reflecting the international excellence of its research environment. We are in the World Top 60 (QS World Rankings for Sustainability 2025) and the World Top 9th for reduced inequalities (Times Higher Education Impact Rankings 2026). The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we hold an Athena SWAN Silver Institutional Award (since 2019) in recognition of our advancement towards gender equality for all. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our website.



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