

JOB DESCRIPTION

Job Title	End User Computing Manager
Grade	Grade 7
Reports to	Head of IT
Budget	Capital: ~£1.5m (2025-6)
Line Management	Up to 15 FTE

Job Context

Falmouth Exeter Plus is the service delivery partner of Falmouth University and the University of Exeter. Delivering shared services and facilities for both partners in Cornwall underpinned by close collaboration with The Students Union (the combined students' union for Falmouth University and University of Exeter (Cornwall)). We are a private company limited by guarantee with charitable status, wholly owned by Falmouth University (Falmouth) and the University of Exeter (UoE) on a 50:50 basis.

The Infrastructure Directorate is responsible for all FX Plus managed infrastructure (physical and digital), ensuring the provision of safe and highly available platforms to the partnership.

The Information Technology Service delivers secure, reliable, and innovative digital solutions to support teaching, research, and business operations across multiple locations: Penryn, Falmouth and Truro along with supporting online teaching and hybrid working. The team manages IT infrastructure, systems, and user support, ensuring the availability and performance of technology resources. IT also leads on digital transformation, cybersecurity, and service improvement, enabling the organisation to operate efficiently and adapt to changing needs.

Job Purpose

The End User Computing Manager is responsible for defining and delivering the technical direction and strategy for all 'end user computing services' covering physical and virtual devices, including desktops, laptops, and mobile devices running Windows, Mac, and Linux operating systems, as well as AV infrastructure and peripherals.

The role ensures reliable and innovative solutions that support teaching, research, and business operations across the university partnership. The postholder leads lifecycle management, standardisation, and optimisation of end user technologies, and oversees device support and incident and service requests to deliver prompt and professional responses.

END USER COMPUTING MANAGER

General Duties and Responsibilities

1. Foster collaborative relationships with lead University representatives, to assist in ensuring services are tailored to meet their specific strategic requirements and objectives. Pro-actively engage in regular consultations to gain insights into evolving service requirements and act as a trusted advisor, offering expert guidance to effectively address their goals.
2. Develop and implement forward-looking strategic plans which align with the evolving needs of our university partners, ensuring service offerings remain responsive to changing demands and trends.
3. Promote and support a culture of service excellence, ensuring that service and performance standards are met and achieved with professionalism, expertise, fairness, responsiveness, and efficiency, considering the diverse needs of our customers.
4. Provide effective leadership by demonstrating a collaborative and positive mindset, prioritising teamwork and long-term sustainable solutions. Emphasise the equal importance of building strong relationships and achieving measurable outcomes. Foster a culture of learning, mutual accountability, and continuous improvement, inspiring teams to excel and innovate.
5. Ensure sound financial planning and management to optimise resource allocation and sustainability within the service domain, in alignment with the overall financial strategy approved by the FX Plus Board.
6. Identify, monitor, and mitigate functional and organisational risks, ensuring compliance with relevant legislation and policies while maintaining operational effectiveness.
7. To keep well informed on internal and external factors which may affect strategic and operational performance, embedding the resulting analysis into future investment proposals and/or the risk management framework of FX Plus.
8. Ensure all activities and decision-making processes of the service area and of FX Plus are compliant with legislation, adopted standards, and conducted in line with its policies and procedures, including but not limited to Sustainability, Environmental, Equality, Safeguarding, and Health and Safety.
9. Promote Equality, Diversity, and Inclusivity within FX Plus, challenging discriminatory practices and behaviours while fostering an approachable environment as a 'Trusted Ally'.
10. Manage and enhance stakeholder relationships across the partnership, local community, sector, and supply chain, fostering strong connections and mutual understanding.
11. Actively engage in and promote organisational processes, training, and activities necessary for effective service delivery and professional development.
12. Demonstrate a flexible attitude to change and actively support the Universities and FX Plus in evolving to meet existing and future needs, undertaking other duties as necessary to support the effective functioning of FX Plus, in line with the level of responsibility of this role.

END USER COMPUTING MANAGER

Specific Duties and Responsibilities

1. Develop and maintain the End User Computing Strategy in support of activity ranging from general administrative use through to high-performance computing for graphics-intensive applications such as animation and gaming.
2. Evaluate new technologies, prototype solutions, and prepare business cases for investment and adoption.
3. Ensure robust security, configuration compliance, and integrity of software, firmware, and relevant code bases across all end-user computing environments, including operating systems, applications, and Audio-Visual systems, in line with organisational standards and best practices.
4. Own and manage the complete lifecycle of all End User Computing environments, including refresh, replacement, and enhancement, while ensuring accurate asset tracking, inventory control, and budget management.
5. Oversee user engagement by responding promptly and professionally to incidents and service requests, while implementing initiatives that enhance the overall customer experience across employees, students, and third parties, and encourage adoption of best practices.
6. Maintain and implement standard operating procedures (SOPs) and policies for end-user computing services, ensuring compliance with ITIL principles, security requirements, and organisational standards.
7. Manage resource allocation for End User Computing by ensuring adequate staffing for support and deployment, while maintaining sufficient stock of devices and peripherals to meet operational needs, including peak periods and urgent requests, all within budget.
8. Coordinate maintenance, repairs, and replacement of end-user devices by managing internal teams and third-party suppliers, ensuring all contracted works meet organisational standards and compliance requirements prior to sign-off.
9. Develop and maintain KPIs to monitor device performance, user satisfaction, and service efficiency, implementing strategies to optimise usage and reduce total cost of ownership.
10. Act as Incident Manager for Priority 1 calls, leading the response, communication and resolution of critical incidents. Serve as Duty Incident Manager for out-of-hours escalations, ensuring prompt and effective management of significant service issues.
11. Demonstrate flexibility in working hours during peak periods, such as academic year start and major IT projects, to support business needs.

END USER COMPUTING MANAGER

PERSON SPECIFICATION

Education and Qualifications

Requirement	Attribute
Essential	Degree-level qualification or equivalent experience in IT Service Management or other related field
Essential	Full UK driving licence
Desirable	Professional membership of relevant IT body

Experience and Knowledge

Requirement	Attribute
Essential	Experience working within a shared services or complex organisational environment, managing end user device services that support a diverse user base
Essential	Strong experience leading and managing end user device services (desktops, laptops, mobile devices and peripherals), including lifecycle management, service performance and team leadership
Desirable	Experience acting as a senior technical or service lead within projects or change initiatives, contributing to service design, delivery and improvement

Professional Skills and Personal Requirements

Requirement	Attribute
Essential	Ability to recruit, develop and lead a diverse team
Essential	Excellent verbal and written communication skill
Essential	Strong organisational skills and attention to detail
Essential	Commercial awareness and ability to manage budgets and sales
Essential	Proficiency in Microsoft products (e.g. Powerpoint, Word, Excel)
Essential	Maintain professional skills as defined in the SFIA skills framework , specifically: IT strategy and planning (Level 5); Information security (Level 5); Technical specialism (Level 5); IT management (Level 5); Business process improvement (Level 5); Enterprise and business architecture (Level 5); Emerging technology monitoring (Level 5); Solution architecture (Level 6); Methods and tools (Level 5); Systems installation/de-commissioning (Level 5); Availability management (Level 5); Service level management (Level 5); Change management (Level 5);
Desirable	Positive approach to personal development and training

Personal Behaviours ("Soft Skills")

Requirement	Attribute
Essential	Demonstrates accountability and takes ownership of outcomes
Essential	Customer-centric approach and passion for service excellence
Essential	Adaptability and ability to remain calm under pressure
Essential	Actively seeks opportunities for continuous improvement

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