

FINAL ORGANISATIONAL STRUCTURE

ICT

VCEG Lead: Matt Higgins

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Reviewed by:	• Chief Information Officer	29/05/25
Approved by:	• Chief Finance and Resources Officer	29/05/25

1. Introduction

- 1.1. This document outlines the final structure for ICT following the launch of a proposed restructure on 11 March 2025 and a consultation period from 11 March to 2 May 2025.
- 1.2. During the consultation period, feedback was provided through individual and group meetings, trade union colleagues, and via the Consultation Response and Change Team email accounts. In total, over 270 consultation response emails were received, including around 10 responses for ICT area.
- 1.3. The Vice Chancellor's Executive Group (VCEG) recognise that colleagues have taken considerable time and effort to respond to the consultation proposals, reflecting the high level of commitment among colleagues to ensuring the success of the University and its students. VCEG members are very grateful for all the feedback provided and have considered the feedback genuinely and transparently.
- 1.4. This document first references the original proposal for a restructure from 11 March 2025. It then considers the feedback that was received during the consultation period and identifies the outcome of that feedback in terms of any changes to the proposed structures, posts and job descriptions. The document then outlines the final structures, including organisation charts, and summarises the impact of the changes on posts. It also provides information about next steps.

2. Original proposed restructure

- 2.1. Details of the original proposed restructure, including the background to the restructure and the need to ensure the University remains sustainable and fit for the future, can be found [here](#).

3. Summary of Feedback Received

- 3.1. During the consultation period between 11 March and 2 May, feedback on the proposals was received via the Consultation Response and Change Team email accounts, as well as through individual, group meetings and trade union colleagues. A link to a summary of the feedback can be found [here](#).
- 3.2. The feedback can be summarised as follows:
 - Job title changes from Junior Analyst Developer to Analyst Developer
 - Concerns around student face-to-face support and delayed response times for resolving requests
 - Concerns around a business-critical application missing from the job description
 - Concerns around job description change resulting in support for all campuses
 - General concern around deployment where two posts are being reduced to one
 - Concerns around the category F role and suitability for the vacant post.
 - Request for a part-time role for AV posts

4. Reflections on the feedback

- 4.1. The feedback received has been considered genuinely and transparently. Detailed responses to the feedback can be found in the accompanying feedback document [here](#).
- 4.2. As a result of the feedback, the following changes have been made to the original proposals that were developed for the consultation.

Job title / Request / Feedback	Change Outcome
Business Analyst	Reporting Line: The reporting line for the role has been changed to the Senior Project Manager Roles and Responsibilities: Updated principal accountabilities to reflect continuous improvement and change management activities Updated person specification specifically relating to qualifications, knowledge and experience.
Business Analyst	CIS Support Team Manager changed from F to C and slotted into the Business Analyst, which is considered a suitable alternative with support.
Solutions Architect	Roles and Responsibilities: Principal accountabilities updated to include leading integration architecture design, advising on emerging technologies, supporting procurement with technical expertise, and promoting cloud-first and hybrid strategies Updated person specification specifically relating to qualifications, knowledge and experience.
Senior Project Manager	Roles and Responsibilities: Principal accountabilities updated to include line management of Business Analyst, oversight of the ICT project portfolio, stakeholder engagement with senior leadership, and ensuring projects are adequately resourced

	Updated person specification specifically relating to qualifications, knowledge and experience.
Analyst Developer – Feedback received regarding suitability for the role	Systems Developer changed from F to C and slotted into the Analyst Developer, as this is considered a suitable alternative with support.
Analyst Developer (IDM) Feedback received Analyst Developer (IDM) - Concerns around a business-critical application missing from the job description.	Roles and Responsibilities: Updated principal accountabilities to reflect the specific IDM & NetIQ responsibilities and reduced development responsibilities, specifically relating to integration Updated person specification specifically relating to qualifications, knowledge and experience.
Analyst Developer (IDM)	Support Analyst changed from F to C and slotted into the Analyst Developer (IDM) as this is considered a suitable alternative with support.
Finance Systems Analyst	Support Analyst changed from F to C and slotted into the Finance Systems Analyst, as this is considered a suitable alternative with support from the finance department.
Enterprise Systems Manager	Roles and Responsibilities: Updated principal accountabilities to include responsibility for leading the technical planning and coordination of major system upgrades
System Infrastructure Specialist – (Cloud Services)	Updated Principal Accountabilities, Essential Criteria, and Desirable Criteria Revised based on feedback to incorporate modern technologies such as M365, Teams, SharePoint, Intune, and Azure, ensuring alignment with current industry standards and best practices.
System Infrastructure Specialist – (Cloud Services)	Systems Infrastructure Support Administrator changed from F to C and slotted into the System Infrastructure Specialist – (Cloud Services) as this is considered a suitable alternative with support.
Endpoint Systems Developer	Updated Principal Accountabilities, Essential Criteria, and Desirable Criteria Revised to incorporate modern technologies such as M365, Intune, and Azure, ensuring alignment

	with industry advancements and best practices.
Junior Cyber Security Analyst	Updated Principal Accountabilities, Essential Criteria, and Desirable Criteria Revised to incorporate modern security qualifications and technologies, including the use of Rapid7.
Infrastructure Automation Engineer (Devops)	Updated Principal Accountabilities, Essential Criteria, and Desirable Criteria Revised to include awareness of Microsoft 365 services, APIs and alerting integrations. Emphasises a strong understanding of DevOps cultural principles, integrating DevOps tools and methodologies into existing IT workflows to enhance automation and scalability.
Desktop & Media Technician feedback regarding the site location of the JD.	Changed to the location on the JD to 5 FTE x Luton based 2 x FTE Bedford-based
Consider reasonable adjustments or modifications to make the role suitable for ICT Service & Maintenance officer.	ICT Service & Maintenance role changed from F to C and slotted into the ICT Service & Maintenance officer role as this is considered a suitable alternative with updated Principal Accountabilities to include staff and student support.

4.3. Further feedback was also carefully considered, however this has not resulted in any changes to the original proposal as outlined below.

Job title / Request / Feedback	Reason for No Change
Junior Analyst Developer to be renamed to Analyst Developer	The Grade 7 role is titled Analyst Developer; therefore, it would be inappropriate to assign the same title to the Grade 6 role, given its reduced responsibilities and requirements.
Feedback from IT Support Assistant G4 concerns regarding face-to-face student support and service levels delivery.	As per the consultant documents, 1st line IT support will be handled by the library service desk, and all 2nd line support will be managed by the ICT team. Face-to-face support will continue, and ICT will support this process.
Senior AV Programmer and Planner feedback regarding part-time working, hybrid role, and increase FTE	No change as not part of the restructuring plan
Junior Cyber Security Analyst - concern around being labelled Junior	Junior role is reflected in the salary and experience No change

Junior Network & Telecoms Engineer - concern around being labelled Junior	Junior role is reflected in the salary and experience No change
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5. Final structures

5.1. The organogram for the final structure for ICT is provided in [Annex A](#).

5.2. Job Descriptions for each new or revised post in the final structure can be found [here](#).

6. Impact of Changes

6.1. As part of the consultation process, the impact of the proposed changes were categorised as follows:

Category	Impact on post	Status	Impact on colleague
A	No changes to Job Description (JD).	No change therefore out of scope	No impact - out of scope.
B	Minor changes to JD (e.g. Job Title).	Not at risk	Colleague is matched to updated post.
C	Changes to JD, but considered to be a suitable alternative.	Not at risk	Colleague is slotted into updated post.
D	No changes to JD, but more people than posts.	At risk	Colleague is 'pooled' with other at risk colleagues performing the same job.
			Post is ring fenced for at risk colleagues.
			Colleagues are selected through a written submission/ interview process.
E	Changes to JD, but still considered to be a suitable alternative & more people than posts.	At risk	Colleague is 'pooled' with other at risk colleagues performing the same job
			Post is ring fenced for at risk colleagues.
			Colleagues are selected through a written submission/ interview process.
F	Post is deleted and does not exist in the new structure.	At risk	Colleague added to redeployment register.

6.2. Following the consultation process, the breakdown of posts in each category for ICT is as follows:

GRADE/ CHANGE CATEGORY	A	B	C	D	E	F	RESIGNED	TRANSFER	VR ACCEPTED	OUT OF SCOPE	GRAND TOTAL
4											0
5	1		1								2
6	1		9			1	1	2			14
7	2		4	2				1	1		10
8	2	2	1			2					7
9			1								1
Spot	3										3
GRAND TOTAL	9	2	16	2	0	3	1	3	1	0	37

6.3. Please note that the table focuses on posts. Applications for Voluntary Redundancy are still being considered and so the actual impact on colleagues may change up to 6 June.

6.4. A summary of the impact by current role is provided in the table below.

ROLE TITLE as of 11 March	GRADE	FINAL CHANGE CATEGORY	ROLE TITLE as of 1 August
ICT Service & Maint officer	5	C	ICT Services and Maintenance Officer
Service Desk Operator	5	A	Service Desk Operator
Storage and Backup Administrator	6	F	
Desktop & Media Technician	6	C	Desktop & Media Technician
Desktop & Media Technician (Bedford)	6	C	Desktop & Media Technician (Bedford)
IT Officer	6	C	Desktop & Media Technician (Bedford)
SID Systems Administrator	6	C	Junior Analyst Developer
Service Desk Supervisor	6	A	Service Desk Supervisor
Systems Infrastructure Support Administrator	6	C	System Infrastructure Specialist (Cloud Services)
ICT Office Manager	6	TRANSFER	
AV Senior Programme Planner	7	D	Pooled for AV Senior Programmer and Planner
Senior Application Development & Development Analyst	7	C	Endpoint Systems Developer
Systems Developer	7	C	Analyst Developer

Support Analyst	7	C	Analyst Developer (IDM)
ICT Endpoint Security Analyst	7	C	Cyber Security Analyst
Support Analyst	7	TRANSFER	
Project Manager	7	A	Project Manager
Senior Network & Telecoms Engineer	7	A	Senior Network & Telecoms Engineer
Senior Infrastructure Administrator	8	F	
Incident & Services Manager	8	F	
CIS Support Team Manager	8	C	Business Analyst (G7)
Desktop & Media Services Supervisor	8	B	Desktop & Media Services Supervisor
Information Security Officer	8	B	Head of Cyber Security
Senior linux & Virtualisation Engineer	8	A	Senior linux & Virtualisation Engineer
Senior Microsoft & Azure Architect	8	A	Senior Microsoft & Azure Architect
Network and Telecoms Manager	9	C	Network and Telecoms Manager
Assistant Director - Security & Infrastructure	Spot	A	Assistant Director - Security & Infrastructure
Chief Information Officer	Spot	A	Chief Information Officer
Head of Enterprise Systems	Spot	A	Head of Enterprise Systems

6.5. A link to the job descriptions for posts categorised as B-E can be found [here](#).

6.6. A schedule of vacancies across the University can be found [here](#). Please note that this schedule will be updated regularly up to 31 July 2025 to reflect the latest vacancy position.

7. Next Steps

7.1. An overview of the timescales for the next steps is set out below.

Date	Action
Friday 30 th May	Final structures shared Staff in categories B-F receive individual outcome letters
Friday 6 th June	Deadline to sign settlement agreement in respect of VR
Monday 9 th June onwards	Deadline to submit Application/ Redeployment Form and Supporting Statement Form(s) for new and vacant posts – see University Restructure Consultation Hub for specific deadline for each post

Friday 13 th June	Deadline to submit Application/ Redeployment Form and Supporting Statement Form(s) for pooled posts
Monday 16 th June onwards	Redundancy dismissal meetings commence
Monday 23 rd June for roughly 3 weeks	Interviews take place
Friday 1 st August	New structures implemented

Full details of the next steps for selection and redeployment can be found [here](#). This includes information on:

- Outcome letters
- Opening up new and vacant posts
- Applications and shortlisting
- Voluntary redundancy
- Interview process
- Redundancy dismissal meetings
- Trial period

8. Staff Support

8.1. It is appreciated that change can be an unsettling time for colleagues, whether or not they are directly affected by the restructure. Therefore, a significant amount of support is in place for colleagues. Detail of the staff support can be found [here](#).

9. Reasonable Adjustments

9.1. We're committed to supporting all our colleagues, and that means going beyond our legal responsibilities. While we have a duty to make reasonable adjustments to the selection and redeployment process for anyone with a disability — whether or not it's been formally disclosed — our aim is to create an inclusive and supportive environment for everyone. Should colleagues require any special arrangements, reasonable adjustments, or additional support at any stage of this process, please contact P&C@beds.ac.uk to discuss further.

10. Equality Impact Assessment

10.1. We are continuing work on our Equality Impact Analysis, with the second stage due to be completed after the 6th June when the voluntary redundancy scheme is concluded. People & Culture colleagues will help those leading the consultation to understand the data and think through potential impacts and mitigating actions that might be undertaken.

10.2. The groups identified as being disproportionately affected at this point include women and Asian/ Asian British colleagues – this is at University level and may look different a team level, or upon the next iteration of the EIA. We have taken steps to mitigate the impact on affected groups. One way we have done this is to emphasize that where roles are identified as full time in the final structures, we will consider

flexible ways to fill them, such as part-time working. For further information around how we have sought to make the process more inclusive see: [Making the restructure process more inclusive](#).

Annex A – final structure

