![RCoA - Royal College of Anaesthetists logo]

Director of Digital, Data and Technology

Directorate:	Chief Executive Office
Reports to:	Chief Executive Officer (CEO)
No. of Direct Reports:	1
Band:	TBD

1.1 Job purpose

This is the primary role with responsibility for the delivery and assurance of core digital, data, technology, and related functions at the Royal College of Anaesthetists, at both a strategic and implementation level. The post-holder will report to the College's CEO, sit on the Executive Team, and contribute across the College via staff engagement and through a range of committees and boards, including the Board of Trustees.

Key to the role are three functions:
1. Ensuring the security and fitness for purpose of College's digital, data and technology estate
2. Designing the College's strategy for digital, data and technology in support of the overall College strategy, and overseeing its implementation
3. Unifying all areas of technology responsibility across the College to ensure product development, processes and operations are aligned as a cohesive whole

1.2 Key tasks and responsibilities

Leadership, Strategy, Governance
- Take a proactive and collaborative approach to working with members of the Council, Board of Trustees and other stakeholders as required
- Contribute to strategic leadership, management and organisational development as an active member of the Executive Team, balancing directorate representation with wider College priorities, embodying the College's values and leading by example
- Be ultimately accountable for ensuring the appropriate levels of usability, efficiency, security, support, cost effectiveness and change control across the College's digital, data and technology estate are met
- Define, monitor and report key performance indicators against strategic and operational objectives to inform decision making, future planning and in identifying areas for improvement
- Continually horizon scan and ensure the College is adapting and gaining value from new technologies, matched with an understanding of the corresponding people support needed and optimum pace of change
- Represent the College and Executive Team at internal and external meetings

Digital, Data and Technology Services
- Define, develop, lead and champion the College's digital, data and technology strategy, ensuring that it is user-focused, resilient, sustainable, and demonstrably supporting our objectives and values
- Ensure that the College has robust and continually improving cyber-security and tested disaster recovery plans

- Act as the College's Senior Responsible Individual (SRI) for data protection, managing and supporting the College's Data Protection Officer and working with legal advisors to ensure all aspects of the Digital, Data and Technology estate, operations and strategy are compliant with applicable legislation
- Be responsible for the College's enterprise architecture across the experience, process, application, data and infrastructure layers, ensuring all systems and services meet documented design standards
- Lead and support the development of innovative and effective digital products and services, delivering the highest level of experience for members and employees
- Drive the adoption and integration of digital as a core aspect of our working lives. This includes ensuring employees are trained and competent, systems are coherent across multiple functions and designed to support the cost-effective delivery of services
- Seek to continually improve the efficiency and usability of staff systems through automation, inter-operability and process improvement
- Seek to maximise the value of the College's data and content as an asset and member benefit in its own right, outside any one department or system, through business intelligence, integration and product development.

Relationship Management / Customer Service Management
- Ensure procurement achieves value for money and all expenditure supports the attainment of the College's strategy and charitable aims, drafting business cases and negotiating and managing contracts as appropriate
- Engage with partners and third-party suppliers to ensure the most relevant platforms are utilised and maximised to ensure excellent service and value for money
- Support and advise other managers on contractual negotiations with suppliers
- Provide effective business partnership and advice to those responsible for embedded digital, data and technology services
- Ensure service level agreements are in place, monitored and missed targets addressed in relation to the IT team's service provision
- Ensure feedback mechanisms are in place to gauge customer satisfaction and drive improvement plans where needed, in relation to the IT team's service provision

People Management, Relationships, Collaboration and Team Working
- Lead, motivate, and performance manage the IT Team ensuring that they focus on clear objectives, proactive collaboration across the College and wider sector, and are supported in their work
- Provide direction, support, and constructive feedback for team members through regular 1:1 meetings and performance management
- Encourage and support team members' personal development
- Coach, guide, motivate and develop wider College staff who have a Digital, Data or Technology aspect to their roles
- Any other projects or work as reasonably required by the CEO

1.3   Qualifications, skills, knowledge, and experience

- Essential
    - Educated to Degree level (or equivalent) in a relevant discipline or substantial professional experience in a related field
    - Strong understanding of the broad and interconnected technology landscape across web, mobile, applications, collaboration, desktop, data, infrastructure, cloud and devices
    - Strong understanding of and ability to apply the techniques, frameworks and standards for technology development, release, maintenance and support, relating to both in house teams and 3rd party suppliers

- o Detailed and continually maintained understanding of trends in digital transformation and user experience, and the engagement and management ofthird-party suppliers in relation to it
- o Ability to strategically challenge existing systems, processes and ways of working, to drive a continuous improvement mindset at all levels within the College
- o Proven experience of budgetary management including budget preparation and forecasting
- o Effective communication skills, together with a proven ability to analyse, understand, and respond to complex issues in an appropriate manner, demonstrating good judgement

- Desirable
  - o Experience of leading transformative change using digital technologies and data as enablers
  - o Experience of working within programme and project frameworks for the definition, governance and delivery of change
  - o Proven experience of developing a target driven culture to ensure key performance indicators are met
  - o Qualification in and practical application of design, development, management and change methods such as PRINCE2, Scrum, ITL, TOGAF, APM or similar
  - o Qualification in and practical application of information governance and cyber security accreditations such as CIPP, C-DPO or similar
  - o Experience in working within the membership, academic or health sectors, with an appreciation of their structures, governance, ways of working and culture

Signature: ....

Name: ....

Date: ....