

Interim Director of Technology and Digital Services

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

1.1 Job purpose

This interim role will lead the delivery of core IT, technology, digital, and related functions at the College, assessing and managing risk as required. This will involve direct management of the IT Team and related services, as well as some business partnering and support for technology and digital services currently embedded elsewhere in the College.

This is a pivotal role for the College, in that we will ask the post-holder, in addition to their core management responsibilities, to contribute to, develop and deliver a digital transformation strategy that will be taken forward in the years ahead.

1.2 Key tasks and responsibilities

Executive Team

- Proactive and collaborative member of the Executive Team, working with members of the Council and Board of Trustees as required, embodying the College's values and leading by example
- Ensure procurement achieves value for money and all expenditure supports the attainment of the College's strategy and charitable aims
- Strategic leadership and direction of IT and digital services, including setting objectives and developing and monitoring performance
- Monitor and report key performance indicators against strategic and operational objectives to inform decisions and future plans
- Represent the College and Executive Team at internal and external meetings
- Negotiate and manage contracts as appropriate

Technology and Digital Services

- Lead and develop the College's technology and digital services strategy, liaising with senior internal and external stakeholders as required
- Ensure that the College has robust cyber-security and disaster recovery plans that are continually improved as the cyber landscape changes
- Work closely with the College's Data Protection Officer and legal advisors to ensure all aspects of the IT and digital systems strategy are compliant with applicable data and privacy legislation, ensuring that we have effective, secure, and compliant use of information in all its forms across our functions
- Provide effective business partnership and advice to managers and employees
- Lead and support the development of innovative and effective digital products and services, delivering the highest level of experience for employees and members

- Ensure the ongoing delivery of high-quality technology and digital services that are member-focused, resilient, sustainable, and clearly aligned to the College's objectives and values
- Lead, motivate, and performance manage the IT Team, ensuring that they focus on clear objectives, collaborate effectively across the College and wider sector, and are supported in their work
- Provide effective analysis and management of risk associated with the College's IT, Technology, and Digital Services
- Provide effective leadership and support by playing a key role in the development of business cases to demonstrate cost and operational benefit for implementing new systems
- Drive the adoption and integration of digital as a core aspect of our service delivery. This includes working with operational teams to ensure employees are digitally trained and competent, systems are designed to support cost effective delivery of services, and to ensure our systems function effectively within the available resources
- Ensure College IT, data, and digital systems are joined up and work together to deliver a simple and seamless user experience for members as well as greater insight from data for College teams that can drive future innovation
- Contribute to strategic leadership and management, and to organisational development, as an active member of the Executive Team
- Work with the CEO, the Executive Team, and members of the Council and Board of Trustees as required, to assess and develop a permanent long-term plan for digital transformation at the College
- Provide effective business partnership and advice to those responsible for embedded IT and digital services to support the delivery of online academic content, exams and assessments, publications, accreditation etc., to ensure the optimisation of our digital services across the College, facilitating the realisation of benefits for members

Relationship Management / Customer Service Management

- Engage with partners and third-party suppliers to ensure the most relevant platforms are utilised, maintained, and maximised to ensure excellent service and value for money
- Lead and support other managers on contractual negotiations with suppliers as appropriate

People Management, Relationships, Collaboration and Team Working

- Provide direction, support, and constructive feedback for team members through regular 1:1 meetings
- Conduct appraisals with team members setting SMART objectives aligned to the directorate and team strategy
- Encourage and support team members' personal development
- Build a collaborative, mutually supportive and high performing team
- Manage underperformance effectively through open, transparent, and consistent processes

Other Duties

- Any other projects or work as reasonably required by the CEO

1.3 Qualifications, skills, knowledge, and experience

- Educated to Degree level (or equivalent) in a relevant discipline or substantial professional experience in a related field
- Excellent technical understanding of IT infrastructure and architecture, data integration, and user-facing support services associated with a similarly complex organisation

- Detailed understanding of the current trends in digital transformation and experience of liaising with third-party suppliers and agencies
- Ability to strategically challenge existing systems and processes, applying reasoning and informed logic, to ensure that all work generated is robust and appropriate to the desired outcome
- Proven experience of leading transformative change using digital technologies, data, and digital approaches
- Effective leadership of staff to achieve performance excellence to create, deliver and support current capabilities and to develop technical innovations and continuous process improvements using Lean and/or Agile methodologies wherever possible
- Proven experience of budgetary management including budget preparation and forecasting
- Proven experience of developing a target driven culture to ensure key performance indicators are met
- Effective communication skills, together with a proven ability to analyse, understand, and respond to complex issues in an appropriate manner, demonstrating good judgement
- Effective interpersonal skills, including experience of representation and negotiation in order to represent, persuade, build, develop, and maintain working relationships with internal and external stakeholders, as well as to work flexibly with colleagues in other parts of the organisation
- Effective organisational and project management abilities to cope with a diverse and changing workload
- Broad understanding of the range of analytical software and platforms on the market

Signature:

Name:

Date: