



Director of Digital Services

Job Description

Faculty / Department:	IT and Computing Services		
Responsible to:	Chief Financial Officer		
Responsible for:	Technicians Network Administrator GDPR lead and coordinator LRC Co-ordinator Functional Links with Executive Director MIS and Quality of Education		
Grade:	Salary Range: £43,386 - £48,054 per annum (Grade 6, SCP 51 – 58)	Hours:	Full Time, 37 Hours Per Week, 1.0 FTE

Role Summary:

The key purpose of post is to be responsible and accountable for shaping and delivering the Digital Strategy and the digital infrastructure that supports outstanding teaching and learning and assessment as well as critical business support services. You will take the strategic lead in ensuring the College has cost-effective technology solutions that embrace best practice in the sector and delivers efficient curriculum and business support services as well as ensure the smooth running of the digital infrastructure, IT Services department and providing a customer focussed service. You will lead and project manage a significant upgrade to the College's digital infrastructure including hardware and software and make a significant contribution, as a member of the Executive Team and the Senior Leadership Team, to the development and achievement of the College's strategic ambitions and key performance indicators.

Main Duties and Responsibilities:

Work Processes and results

- Provide clear leadership to IT Services and the College's GDPR compliance.
- Recommend, develop and implement cost-effective technology solutions for the College.
- Implement the College's Digital Strategy integrating the College's teaching and learning IT strategy and working closely with key internal and external IT partners and other college managers.

- Actively advise the CFO and the Executive Board on forward planning to incorporate infrastructure and system changes to meet the Curriculum and HE Strategies.
- Project manage and deliver capital and upgrade IT projects, then work closely with the College's finance team to procure and manage efficiently all IT works, projects, services and facilities related to the operation and maintenance of the College IT infrastructure and network, at all times seeking best value.
- Ensure that IT security is robust at all times and learners are safeguarded when using IT at college
- Manage the IT Services team to effectively support:
 - the college network infrastructure to support teaching and learning
 - the college servers to optimise critical network applications to support outstanding teaching and learning
 - the college telephone system
 - Active Directory / Group Policy
 - Back-up and storage mechanisms and procedures
 - Data links
 - Other systems where applicable
- Lead, implement and update the IT Disaster Recovery documentation and ensure that the risk register is regularly updated.
- Troubleshoot and propose resolutions of technical problems that impact on the business of the College
- Act as the primary out of hours contact to resolve IT issues that affect the business of the College
- Actively control and manage the College's software licences including renewals and negotiation of software licences and maintenance contracts and create a single central register of these within the college with an annual review.
- Monitor and manage designated budgets relating to IT Services in accordance with the College's financial regulations
- Take the strategic lead with the Executive Director for the Quality of Education in ensuring the College is able to deliver a blended learning curriculum to its learners.
- Maintain an up-to-date knowledge of new and existing ILT and e-learning applications that will support outstanding teaching and learning and business process improvements.
- Provide ad hoc training to staff on IT systems and processes as required.

Team Work

- To work closely with the other Departments, as well as with partner agencies.

Communication / Documentation

- Communicate effectively across a wide range of audiences.

Supervision / Leadership / Strategic Planning

- To support the Principal and Executive Team in the production, implementation and evaluation of the College strategic plan and annual Business Plan.
- To ensure strategic alignment and effective delivery of relevant business and operational plans.
- To contribute to effective budget management, business planning and performance management.

- To provide effective line management to ensure that the College plans are implemented and achieved within allocated resources.
- To identify future skills requirement of staff and develop workforce development plans, prioritising excellence and innovation in teaching and learning.
- To establish effective management structures, systems and processes to ensure the IT infrastructure of the college is effectively managed.
- To be responsible for the day to day operation of the College IT systems.
- To undertake other duties commensurate with the post as required.

Personal Development / Performance

- Demonstrate a commitment to continuing Personal/Professional Development.
- Ability to observe and define priorities and timetables in the achievement of strategic and operational objectives.
- Adhere to the College's environmental and sustainability procedures and seek to promote environmental sustainability within own area of responsibility.

College Values

- To demonstrate and uphold the College's values, or Trust, Resilience, Authenticity & Ambition, Innovation & Collaboration, and Nurture (TRAIN).
- To promote and embed these values in all elements of work and in interactions with colleagues, learners, visitors and others.
- To participate in making the College and inclusive environment in which to learn and work.

Safeguarding of Children and Vulnerable Adults

- To comply with the College's Safeguarding policy and practices, and work in accordance with the Keeping Children Safe in Education Statutory Guidance for Schools and Colleges. To attend relevant and associated training, as required.

Equality, Diversity, Health and Safety and Strategy

- A strong commitment to the principles and practice of equality and diversity
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- Ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.

General Data Protection Regulation and Data Protection Act 2018

- To understand, be aware of, and ensure full compliance with the General Data Protection Regulation, and Data Protection Act 2018, during and after employment with the College, and to comply with the College's Policy for such.

Vacancy Number: 1872

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather, should be read as a guide to the main priorities and typical areas of activity of the postholder.

These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the postholder.

This Job Description and Person Specification is accurate as at (July 2020). In consultation with the postholder, the College reserves the right to update, amend or vary its content, to reflect changes to, or modernisation of, the role.



Measured by:	
A	Application
I	Interview
T	Test
P	Presentation
R	References
Po	Portfolio

PERSON SPECIFICATION

Director of Digital Services

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
Qualifications/ Education/ Training	<ul style="list-style-type: none"> Educated to degree level, CCNA qualified, MS SQL qualified Level 2 (GCSE) in Maths and English, or equivalent 	A		
Experience	<ul style="list-style-type: none"> Significant experience in managing a team of IT technicians Extensive experience in managing small- and large-scale IT Capital projects over a short timeframe Experience in managing revenue budgets including software renewals Experience of maintaining and implementing IT disaster Recovery procedures Experience of training technical staff in the use of new systems and applications 	A, I A, I A, I A, I A, I	<ul style="list-style-type: none"> Experience of implementing and managing GDPR requirements across an organisation 	A, I
Skills/ Aptitudes/ Competences/	<ul style="list-style-type: none"> Technical expertise in Microsoft Windows server installation and management 	A, I	<ul style="list-style-type: none"> Knowledge of virtual learning environments such as CANVAS 	A, I

	<ul style="list-style-type: none"> • Technical expertise in Microsoft System Centre configuration Manager • Technical expertise in virtual back-ups and maintenance • Technical expertise in Office 365 and MS Exchange including Microsoft Active Directory • Technical expertise in Microsoft SQL server installation, maintenance and development. • A fast learner, with an open manner and good interpersonal skills who can adapt quickly to the College's operating environment and establish trust and respect at all levels internally and externally. • Innovative problem solver with a challenging, commercial outlook, balancing competing resource needs and demonstrating an ability to deliver to challenging deadlines • Strong leader and effective coach and manager • Excellent communication skills with the ability to engage effectively at all levels and communicate complex issues in clear language to a range of audiences • Strong ambassadorial skills with excellent interpersonal, communication and presentation skills 	<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>I</p> <p>I</p> <p>A, I</p> <p>A, I</p> <p>I</p>		
--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------	--	--

	<ul style="list-style-type: none"> • Able to work at a strategic level and to assimilate and analyse information quickly in order to debate complex issues at the highest level • Robust judgement and the ability to seek and challenge information to reach and take decisions • Strong financial management skills with the ability to control sizeable resources, scrutinise finances ensuring transparent and appropriate use of public money 	<p>I</p> <p>I</p> <p>I</p>		
Other	<ul style="list-style-type: none"> • Demonstrable understanding of the College's values, and ability to demonstrate practical implementation throughout work duties • Able to provide direction and leadership in a way that inspires confidence in and commitment from others • Strong negotiating and influencing skills and the ability to convince through personal credibility • Demonstrate commitment to and an understanding of diversity and equality • A strong leader and strategic thinker who is energetic, determined, positive robust enough to cope with the demands of this high profile role • The personal stature, resilience and standing 	<p>A, I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>		

Vacancy Number: 1872

	<p>to lead College functions subject to public scrutiny</p> <ul style="list-style-type: none">• An innovator and motivator and a personal style that demonstrates authority and commitment, and inspires trust and confidence• Undisputed personal integrity and a personal style that demonstrates authority and commitment, and inspires trust and confidence• Lead teams effectively and motivates individuals at all levels to achieve desired outcomes and to realise their potential for business benefits.	I		
		I		
		I		

Vacancy Number: 1872

TERMS & CONDITIONS

Conditions of Appointment

All appointments are offered subject to a period of probationary service up to twelve months, during which time performance will be assessed. In addition, all appointments are subject to:

- *medical review*
- *verification of relevant qualifications*
- *receipt of references considered suitable by the Company*
- *a satisfactory enhanced Disclosure check*

Pension Arrangements

All staff have the opportunity to participate in a relevant pension scheme provided by the Company.

Working Hours

You will be expected to work such hours as are reasonably necessary for the proper performance of your duties and responsibilities. The normal working week will be 37 hours timetabled attendance.

Maternity, Paternity & Adoption

The Company operates a Maternity, Paternity and Adoption schemes which provides for the normal statutory benefits.

Sick Pay

The Company has a scheme of sickness benefits, which are over and above the statutory sickness entitlements.

Training and Development

The college is committed to the professional and personal development of all our employees. Individual Training and Development plans are formulated via the staff performance review system.

Holidays

Management staff are entitled to 39 days plus 8 bank holidays (47 days in total). There are a number of directed leave days each academic year and these are set out in the College Calendar. Typically these directed leave days will be during Christmas, Easter and in the summer period where the College will close its sites in the interests of efficiency.

Staff Parking

Free and generous parking space is available on site subject to availability at peak times.

Salary Payments

Salary is paid by direct credit transfer to your bank or building society account in 12 equal parts. Payment is made on the 27th day of each month or the next working day thereafter.

Notice Periods

The amount of notice you are required to give and entitled to receive is 3 months'. Fixed term appointments may be offered with a notice period of one week, depending upon the length of the fixed term. The notice period applicable during a probationary period is 1 week.

Location of Work

Your principal place of work will be at the site given in the job description of the post. However, you may be required to work on either temporary or indefinite basis, at any premises at which the Company may from time to time provide services.

Equality of Opportunity

We are committed to the principle of equality and diversity. We will ensure that no employee, applicant for employment or student receives less favourable treatment on any grounds, which cannot be seen to be justified in relation to employment, education and training.