

**Director of Digital Services**

**Job Description**

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| **Faculty / Department:** | IT and Computing Services |
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| **Responsible to:** | Chief Financial Officer |

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| **Responsible for:** | IT Services & Reprographics staff |

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| **Grade:** | Salary Range: £43,386 - £48,054 per annum (Grade 6, SCP 51 – 58) |  | **Hours:** | Full Time, 37 Hours Per Week,  1.0 FTE |

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| **Role Summary:** |
| To be responsible and accountable for shaping and delivering the Digital Strategy which supports outstanding teaching and learning and assessment as well as critical business support services.  To take the strategic lead in ensuring the College has cost-effective technology solutions & infrastructure which embrace best practice in the sector and delivers efficient curriculum and business support services. This includes the smooth running of the digital infrastructure, IT Services, Reprographics and providing a customer focussed service.  To lead and project manage a significant upgrade to the College’s digital infrastructure 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.  To be the College’s Data Protection Officer and will ensure organisational adherence to the Data Protection Act (2018). |

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| **Main Duties and Responsibilities:** |
| **Work Processes and results**     * Provide clear leadership to IT Services and Reprographics * To lead, and continually develop a customer focussed service which puts the student, and teaching and learning at the heart of delivery * Ensure compliance with GDPR 679 (2016) & DPA (2018) * Recommend, develop and implement cost-effective technology solutions for the College. * Develop & implement the College’s Digital Strategy ensuring integration with other associated strategies including Digital Online (Teaching and Learning) Strategy, Estates Strategy & Curriculum Strategy. * Working closely with key internal and external IT partners and other College stakeholders. * Lead on development and management of all budgets, revenue and capital, which pertain to the Digital Agenda | IT Services * Ensure a robust framework of policies and procedures to ensure a secure and resilient infrastructure and service |
| * 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:   o 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   + 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.     **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. |

*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 post holder.*

*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.*

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



# PERSON SPECIFICATION

**Director of Digital Services**

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| **Criteria**  **Headings** | **Essential** | **Evidenced by** | **Desirable** | **Evidenced by** |
| **Qualifications/**  **Education/**  **Training** | * Educated to at least Degree level or equivalent * Minimum of 4 GCSEs at Grades A\* to C (9-4) or equivalent, to include Maths and English. | A | * Leadership or Management Qualification | A, I |
| **Experience** | * Significant experience in managing technical teams * Extensive experience of working at a senior level influencing and developing senior stakeholders & policy * Significant experience of working in a customer-focussed environment. * Experience of developing and implementing operating and/or project plans * Experience of developing and implementing long-terms strategic plans * Extensive experience in managing small- and large-scale IT projects * Experience in managing revenue budgets * Experience of maintaining and implementing IT disaster Recovery procedures * Awareness & appreciation of Data Protection & Security considerations in a large organisation | A, I        A, I        A, I          A, I          A, I  A, I  A, I  A, I | • Experience of implementing  and managing DPA/GDPR in an organisation   * Technical expertise in one or any of the following * Microsoft Windows   server installation and management   * Microsoft System   Centre configuration  Manager   * Virtual back-ups and maintenance * Office 365, MS   Exchange, Active  Directory   * Microsoft SQL server installation,   maintenance and development. | A, I            A, I |
| **Skills/**  **Aptitudes/**  **Competences/** | * 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 | A, I  A, I | • Knowledge of  virtual learning  environments such as CANVAS | A, I |

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|  | * 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 * 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.   * 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. * A strong leader and strategic thinker who is determined, positive and resilient to cope with the demands of this high profile role | A, I            A, I          I  I  I                      I  I  A, I |  |  |

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| **Other** | * Demonstrate commitment to and an understanding of diversity and equality | A, I | * Demonstrable understanding of the College’s values, and ability to demonstrate practical implementation throughout work duties | A, I |
|  | to lead College functions subject to public scrutiny   * 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 |  |  |

**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.