DIRECTOR OF IT & DIGITAL

Responsible to:	Chief Finance Officer	Responsible for	IT Services staff	Salary	Grade 6 c.£45K + market supplement DOE	Terms & Conditions	SOTC Management Full time

Role Summary & Purpose:

As a member of the College Management Team, to work supportively and proactively with colleagues, and to engage the IT Services Department in service to management and staff in true recognition of our College values. To embrace the College 2021-23 strategic plan 'Strength to Strength' through authentic, inspirational and directional leadership and management of the IT Services Department, and through motivational leadership and coaching of the team.

To play a vital role in the financial health and stability of the organisation, responsibly managing and developing own staff team and other resources, managing the Departmental budget and contributing to developing and exploring growth opportunities.

The Person

In joining our team, the qualities, principles and ethics of an individual are equally important as the skills, knowledge and competencies of management. We foster a values-based culture focused on *Trust, Resilience, Authenticity, Innovation and Collaboration, Nurturing* – supporting the wider business in creating the right environment for people to be engaged and productive.

We welcome the value a professional, attuned manager will add to our culture through role-modelling people-centred leadership and management.

Job Description and Person Specification

Detailed within this document is a key summary of the expectations and responsibilities of the postholder demonstrated through success measures as these relate to the 4 themes of the College's Strategic Plan, along with some additional role specific responsibilities. The person specification sets out the essential and desirable criteria for applicants for this important role.

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 post-holder. 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 Executive Board following discussion with the post holder. This Job Description and Person Specification is accurate as at May 2022. 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.

CELEBRATE BRAND STOKE ON TRENT COLLEGE

SUCCESS MEASURES
- We are a College of choice for young people and key employers, evident through the achievement of recruitment and retention levels at or above target for our curriculum areas, increasing our market share.
- Consistently high levels of management stakeholder and staff satisfaction.
- A positive and engaged Departmental and Organisational culture for the staff team, which proactively provides a high performing, quality service.
- We are proud of our education and training facilities that remain state-of-the-art and among the best in our region.
- Targets are achieved in relation to effective case work resolution, value added measurable by the effective management of people and management of risk and thereby cost avoidance;
- Our managers understand and effectively and proactively promote, implement and embed policies and values. They competently and confidently manage their staff. The College is an employer of choice.

STRENGHTEN STRATEGIC ALLIANCES

SUCCESS MEASURES
- Our management team is supportive and instrumental in the College's high profile in the local community and the region within the sector.
- As managers we have in place and nurture collaborative working, and effective partnerships and relationships with relevant partners across the FE landscape as relevant to our areas of responsibility.
- As managers we have and support effective relationships with all external regulators, including but not limited to the DFE, FE Commissioner, Ofsted, CMA, ESFA, ONS, WMCA and other local commissioners and our External Auditors; with compliance with their requirements.
- Our staff team understand and value the integral role the College plays in meeting local needs and see us as indispensable in supporting regional economic growth, wellbeing and health.

INVEST IN AN INNOVATIVE, CREATIVE & ADAPTABLE STAFF TEAM

SUCCESS MEASURES
- As managers we champion within our teams the College message of inspiring a passion for innovation, forward looking aspirations and opportunities which in turn provides the required timely knowledge and expertise within the staff team.
- Our management behaviours, practices and attitudes are consistent with our College policies and practices and we are committed to these, particularly in relation to working practices, performance management and skills development.
- As managers we ensure a best practice approach in all aspects of our engagement and development of our People and teams.
- Effective internal departmental communications and interdepartmental collaboration exists and is continually improving and developing.
- As managers we engage with the College's management development programme and competency framework and identify and support others in their development journey.

DELIVER EXCELLENCE AND CONTINUOUS IMPROVEMENT

SUCCESS MEASURES
- We meet and exceed the expectations of our learners and other customers evident through learner satisfaction rates and other feedback.
- Our managers take a lead role in curriculum planning and through research and keeping abreast of developments, our curriculum develops and is flexible.
- As managers we contribute fully to the financial health of the organisation, enabling the College to resource our ambitions and offer.
- Tenacious quality management is in place for the department/area, with full understanding and compliance with quality assurance procedures and processes in support of high quality teaching, learning and assessment taking place.
- Our managers work collaboratively and with the wider college team to support the student journey from recruitment to exit.

Additional role-specific and management responsibilities

IT Services and Digital Operations and Strategy Implementation
- To be responsible and accountable for shaping and delivering the IT and Digital Strategy (infrastructure elements) with the Executive Director Student Services (learner, teacher and model elements) 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, to the development and achievement of the College's strategic ambitions and key performance indicators.
- To be the College's Data Protection Officer and ensure organisational adherence to the Data Protection Act (2018).
- Provision of professional advice on IT and digital matters to inform and facilitate strategic decision-making.
- To work cohesively and effectively with other college departments, and to maintain excellent working relationships with peers.
- To be an active member and participant of the College Management Team and Operational Management Group, and to attend any other committees and groups as required. To write and compile reports for consideration at Executive Board, setting out proposals and recommendations for consideration.
- Project manage and deliver capital and upgrade IT projects, working 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
  - 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.
- Provide flexibility to 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 curriculum and quality colleagues to ensure 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 Leadership
- To lead, manage, motivate and train and develop an effective, high performing IT Services team, which works proactively to meet and exceed stakeholder expectations and needs.
- To create a service driven, value adding approach to IT Services, which is both proactive and reactive as appropriate, and to deliver a credible IT and Digital service across the College.
- To Chair and participate in project management groups and team meetings.
- To develop team members, supporting professional learning and growth.
- To drive consistently excellent team performance by enabling success, celebrating achievement and building capacity.

Management Information and Financials
- To ensure effective liaison between the IT Services Department and other Directors and the Executive Board, in the delivery of the IT and Digital Strategy and Plan, to ensure that student and financial targets are met or exceeded.
- To manage the IT and Digital budget including the preparation of reports, statistical indicators, Key Performance Indicators (KPIs), and data as appropriate.
- Monitoring and analysis of the Department's Key Performance Indicators. Management of monthly and annual report compilation for the Executive Board and Governors.

Equality, Diversity & Inclusion, Health and Safety and Strategy

- To demonstrate a strong commitment to the principles and practice of Equality, Diversity and Inclusion.
- To 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.
- To ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.

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.

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.

PERSON SPECIFICATION – DIRECTOR OF MARKETING, PR & COMMUNICATIONS		
1. Qualifications & Training		
Essential	**Desirable**	**How Measured**
1.1 Degree or equivalent qualification in a relevant subject and relevant technical qualifications e.g. certified professional for this role such as Microsoft MCSE or similar	1.3 Masters Degree, Postgraduate Diploma or equivalent qualification in a relevant subject	Application form Interview Certificates
1.2 Evidence of Continuing Professional Development	1.4 Management qualification Project Management qualification	
2. Experience		
Essential	**Desirable**	**How Measured**
2.1 Successful experience in managing technical teams	2.9 Experience of implementing and managing DPA/GDPR in an organisation	Application form Interview References
2.2 Experience of working at a senior level influencing and developing senior stakeholders & policy .	2.10 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.	
2.3 Experience of working in a customer-focused environment.	2.11 Effectively planning and managing Departmental budgets	
2.4 Experience of developing and implementing operating and/or project plans and implementing long-terms strategic plans	2.12 Proven track record of effective staff performance management and the development of high performing teams	
2.5 Experience in managing small- and large-scale IT projects		
2.6 Experience in managing revenue budgets		
2.7 Experience of maintaining and implementing IT disaster Recovery procedures		
2.8 Awareness & appreciation of Data Protection & Security considerations in a large organisation		
2.9 Experience of leading cyber security standards in technical role or supervisory experience		

3. Special Knowledge/Skills/Abilities			
Essential		**Desirable**	**How Measured**
3.1	Ability to form impartial, balanced and fair judgements, recommendations and decisions through the analysis, interpretation and challenge of information and data	3.11 Knowledge of virtual learning environments such as CANVAS Project Management methodology and experience	Application form Interview Performance of task/activity/presentation at interview
3.2	A strong leader and strategic thinker who is determined, positive and resilient to cope with the demands of this high profile role	3.12 Evidence of resource management e.g., staffing, budgets, materials, resources	
3.3	Excellent and highly developed written, verbal and non-verbal communication skills. Ability to convey messages in a variety of media to a variety of audiences to change mindsets.		
3.4	Excellent People management ability and skills, e.g., coaching, performance management, training and development, behaviour and conduct, etc.		
3.5	High emotional intelligence and a well-developed ability to communicate effectively in all forms, and to engage with others at all levels of the organisation to build productive working relationships, through strong negotiation and interpersonal skills and personal credibility.		
3.6	Ability to motivate, inspire confidence and commitment, and lead individual team members to achieve high standards of performance. Open and communicative management style.		
3.7	Leadership and influencing skills to deliver effective and collaborative liaison between Departments, in order to deliver on strategic and operational objectives.		
3.8	Ability to critically analyse data and information to develop creative and feasible plans and solutions.		
3.9	Confidence and ability to challenge the status quo, making considered, creative recommendations and proposals for improvement.		
3.10	Ability to proactively promote and ensure that Equality, Diversity and Inclusion are embedded in the Department's work, and in the College's culture.		
4. Disposition/Attitude			
Essential		**Desirable**	**How Measured**
4.1	Ability to engage with a wide range of people from diverse backgrounds and ability levels, and an awareness of and commitment to Equality, Diversity & Inclusion.		Application form Interview References
4.2	Resilient, determined and self-motivated to sustain the focus on achieving key goals and targets in a challenging yet professionally rewarding environment		

4.3	Commitment to Continuous Improvement and development in a culture of consistently high expectations			
4.4	Undisputed personal integrity and a personal style that demonstrates authority and commitment and inspires trust and confidence			
4.5	Highly self motivated, with creative flair and a versatile approach to deliver original concepts and solutions on a range of projects and programmes of work, often with competing deadlines.			

5. Suitability to work with Children, Young People and Vulnerable Adults				
	Essential		**Desirable**	**How Measured**
5.1	Good understanding of the requirements relating to the safeguarding of young people and vulnerable adults, and to ensure that the work of the HR Department actively supports this agenda.			Interview References
5.2	Motivation to provide the best educational experience possible for children, young people and vulnerable adults			DBS Certificate
5.3	Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults			
5.4	Emotional resilience with challenging behaviours			

MANAGEMENT TERMS & CONDITIONS

Conditions of Appointment
Management appointments are offered subject to a probationary period of six months, during which time, performance will be assessed. In addition, all appointments are subject to:
• *verification of relevant qualifications*
• *receipt of references considered suitable by the College*
• *a satisfactory Enhanced Disclosure & Barring Service (DBS) check*
• *verification of Eligibility to Work in the UK*

Pension Arrangements
All staff have the opportunity to participate in a relevant pension scheme provided by the College, i.e., LGPS.

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

Maternity, Paternity & Adoption
The College operates Maternity, Paternity and Adoption schemes which provides for and above the normal statutory benefits.

Sick Pay
The College 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 Check Ins scheme.

Annual Leave
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 to terminate your employment, is 3 months.

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 College may from time to time provide services.

Equality of Opportunity

We are committed to the principle of equal opportunity. 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.