



HEAD OF DIGITAL INFRASTRUCTURE AND SUPPORT

Responsible to:	Executive Director of Estates & Digital Infrastructure	Responsible for:	Network Manager; Server and Platforms Manager; Service Delivery Lead (3 direct reports, 9 posts in total)	Salary:	Circa. £ 53k	Terms and Conditions:	Full-Time, 37 Hours Per Week, Permanent (1.0 FTE) Management T&Cs
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Role Summary & Purpose:

The single accountable leader for the College's IT and Digital service. The post owns the digital strategy and its delivery, the security posture of the College's digital estate, the revenue and capital budgets, the supplier portfolio, and the performance of the service as experienced by staff and students. It converts the College's strategic ambitions into a resourced, sequenced and governed plan, and provides the Executive with independent, evidence-based assurance on risk.

The Person

Strategy, planning and governance

- Own, maintain and deliver the IT & Digital strategy and the digital transformation roadmap, ensuring alignment with the College's curriculum, estates and financial plans.
- Own the IT & Digital element of the College risk register; provide assurance reporting to the Executive, Audit Committee and Corporation on digital risk, security posture and service performance.
- Establish and chair the internal governance for digital change, a technical design authority and a change advisory function proportionate to the size of the College.
- Maintain an evidenced position against the DfE digital and technology standards for colleges and report on the College's compliance.

Cyber security and resilience (accountable owner)

- Act as the single named accountable owner for information and cyber security across the College's digital estate, setting policy and standards, commissioning assurance, accepting or escalating risk, and reporting to the Executive.
- Own the College's position against Cyber Essentials / Cyber Essentials Plus, the NCSC 10 Steps to Cyber Security, and cyber insurance conditions; own the remediation plan arising from penetration tests and vulnerability assessments.
- Own business continuity and disaster recovery for digital services, including RPO/RTO targets, the annual test schedule and evidence of testing.
- Act as senior decision-maker and the Executive's point of escalation in a declared major incident or cyber incident; own the incident response plan and the post incident review process.
- Ensure, jointly with the Designated Safeguarding Lead and Data Protection Officer, that filtering and monitoring arrangements meet Keeping Children Safe in Education expectations, including emerging standards around AI implementation and usage.

Financial, commercial and capital

- Own the IT & Digital revenue budget and the digital capital programme; construct, defend and post-evaluate business cases, including total cost of ownership over the asset lifecycle.
- Own the supplier and contract portfolio, the procurement route (including Jisc and other public-sector frameworks, Find-A-Tender flexible competitive processes) and the demonstration of value for money.
- Own a rolling multi-year technology lifecycle and refresh plan so that capital requirements are foreseen and phased rather than presented as unplanned demands.

Service, projects and change

- Own the service catalogue, service level agreements and the KPI set; hold the Service Delivery Lead to account for service performance and report it to the Executive. IT Standing Review Initial Release Page 10 of 37 • Own the digital project and change portfolio, intake, prioritisation, resourcing, delivery assurance and benefits realisation, and take decisions on where delivery capacity is bought in rather than absorbed by the team.
- Act as the senior relationship owner with business system owners across MIS/student records, finance, HR, curriculum and estates, and sponsor the integration and data-flow agenda between those systems.

People, capability and resilience

- Line-manage, develop and hold to account the Network Manager, Server and Platforms Manager and Service Delivery Lead.
- Own the team skills matrix, the annual training and CPD plan, and the professional development budget; ensure investment is directed at identified gaps rather than distributed evenly.
- Own succession and key-person risk: ensure every critical technical function has a named deputy, a documented handover position and evidence of cross-training.
- Set and enforce the standard for documentation, runbooks and knowledge management across the team, and audit compliance with it.

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 5 strands of Stoke on Trent 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.

OUR 5 STRATEGIC PRIORITIES

1 Excellent education and skills training for life and work

Ensure every learner will experience excellent and inspiring teaching and skills training, effective support and progresses to a successful future.

2 Future Ready skills and sectors

Be agile and responsive to meet local and regional skills priorities, to drive productivity, and to be the trusted provider of choice for employers and partners.

3 Trusted Partnerships with Purpose

Enhance pride and trust in our college and create and invest in strategic alliances, partnerships and collaborations, to ensure our vision and learner outcomes exceed expectations.

4 Empowering People

Attract, reward and invest in our people, valuing their contribution, as part of a professional, skilled and adaptable team, to drive our ambition for excellence.

5 Financial Strength and Sustainability

Secure and sustain financial strength to invest, innovate and grow our delivery and industry-standard facilities, and to achieve net-zero by 2035.

Corporate Services Management – Core Duties

Strategic Delivery and Compliance

- Contribute to the delivery of the College's strategic priorities by ensuring high-quality, efficient and professional service delivery within the area of responsibility.
- Translate College strategy, policies and objectives into clear operational plans and measurable outcomes.
- Ensure full compliance with statutory requirements, regulatory frameworks, College policies and procedures, including audit and governance expectations.
- Identify, manage and mitigate risks within the service area, escalating issues appropriately.

Team Leadership and People Management

- Provide strong, inclusive and visible leadership, promoting a culture of high performance, accountability and continuous improvement.
- Lead, motivate and develop staff through clear objectives, effective performance management, regular supervision and targeted professional development.
- Ensure fair and effective deployment of staff and resources in line with business needs and College values.
- Address performance, conduct and attendance issues promptly and professionally, in line with College procedures.

Service Performance, Planning and Improvement

- Plan, manage and monitor service delivery to ensure it is effective, responsive and aligned to College priorities.
- Use data, management information and feedback to evaluate service performance, identify improvement opportunities and inform decision-making.
- Drive continuous improvement through innovation, service review and the implementation of agreed action plans.
- Ensure services are delivered in a customer-focused manner, supporting positive experiences for learners, staff and stakeholders.

Financial and Resource Management

- Manage budgets, resources and assets responsibly, ensuring value for money and financial sustainability.
- Monitor expenditure and resource usage within delegated authority, maintaining accurate records and complying with financial controls.
- Contribute to business planning, efficiency initiatives and opportunities for service development or growth.

Communication, Collaboration and Partnership

- Communicate clearly, professionally and confidently with colleagues, senior leaders, learners, external partners and stakeholders.
- Work collaboratively across departments to support cross-College priorities and integrated service delivery.
- Build and maintain effective working relationships with external agencies, suppliers and partners relevant to the service area.
- Prepare clear reports, documentation and briefings to support decision-making and assurance.

Safeguarding, Equality, Health and Safety

- Uphold and promote the College's Safeguarding Policy and statutory guidance, maintaining vigilance and acting promptly on any concerns.
- Ensure safeguarding responsibilities are understood and embedded within the service area.
- Demonstrate a strong commitment to equality, diversity and inclusion, embedding inclusive practice in leadership and service delivery.
- Take responsibility for personal and collective health and safety, ensuring compliance with relevant legislation and College procedures.

Data Protection and Confidentiality

- Ensure full compliance with the General Data Protection Regulation (GDPR) and Data Protection Act 2018.
- Handle sensitive and confidential information appropriately at all times.
- Promote good information governance practices within the team.

Professional Standards and College Contribution

- Uphold and actively promote the College's values: Inclusive, Collaborative, Ambitious, Resilient and Empowerment (ICARE).
- Maintain high professional standards, integrity and accountability in all aspects of work.
- Commit to continuous personal and professional development.
- Work flexibly to meet business needs, including supporting colleagues and contributing to College-wide initiatives.
- Serve as a member of the College Management Team and undertake Duty Manager responsibilities as required.

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 October 2026. 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.

PERSON SPECIFICATION – HEAD OF DIGITAL INFRASTRUCTURE AND SUPPORT

1. Qualifications and Training				
Essential		Desirable		How Measured
1.1	Minimum of 4 GCSEs (or equivalent), A* - C (or equivalent) including Maths and English.	1.7	Management or leadership qualification (e.g. ILM or equivalent).	Application form
1.2	Degree or equivalent professional qualification in a relevant discipline, or substantial equivalent senior experience.			Certificates
1.3	Evidence of ongoing Continuing Professional Development relevant to the role.			
1.4	ITIL v4 Foundation as a minimum, with evidence of applying service management disciplines at scale.			
1.5	Recognised security or governance certification (CISM, CISSP, NCSC Certified Professional or equivalent).			
1.6	Formal project or portfolio management qualification (e.g. PRINCE2, MSP, APM).			
2. Experience				
Essential		Desirable		How Measured
2.1	Experience of managing or leading a team within a professional or corporate services environment.	2.8	Further education or wider public sector experience, including familiarity with Jisc, ESFA and DfE expectations.	Application form
2.2	Experience of delivering services or projects to agreed objectives, timescales and standards.	2.9	Experience of cross-departmental or partnership working.	Interview
2.3	Experience of contributing to service improvement, change or development activity.	3.0	Experience of delivering a service transformation or restructure, including managing the people implications.	References
2.4	Experience of working within policy, procedural and compliance frameworks.	3.1	Experience of cloud migration and cloud cost management.	
2.5	Proven experience leading an IT or digital service in a complex, multi-site organisation, including line management of technical managers.			
2.6	Experience of owning a significant revenue budget and of building and defending capital business cases.			
2.7	Experience of supplier and contract management,			

	and of public-sector procurement routes.			
3. Special Knowledge/ Skills/ Abilities				
Essential		Desirable		How Measured
3.1	Demonstrable accountability for information security – setting policy, commissioning assurance, and reporting risk to a board or executive.	3.9	Knowledge of the FE or public sector operating context.	Application form Interview
3.2	Ability to plan, prioritise and organise workload effectively to meet competing demands and deliver objectives in a pressurised environment.	4.0	Understanding of financial management principles relevant to delegated budgets.	
3.3	Ability to lead, motivate and support staff, including setting clear expectations, providing feedback and addressing performance issues appropriately.	4.1	Experience of quality assurance, audit activity or performance reporting.	
3.4	Strong communication skills, with the ability to communicate clearly, confidently and professionally with a range of internal and external audiences.			
3.5	Ability to analyse information and management data to support effective decision-making, performance monitoring and service improvement.			
3.6	Understanding of governance, accountability and compliance requirements, including appropriate use of digital systems and adherence to data protection and confidentiality obligations (GDPR).			
3.7	Working command of recognised security frameworks (Cyber Essentials/Plus, NCSC 10 Steps, ISO 27001 principles) sufficient to direct and challenge technical specialists.			
3.8	Evidence of translating technical risk and opportunity into language that a non technical executive can act on.			
4. Personal Attributes and Professional Behaviours				
Essential		Desirable		How Measured
4.1	Inclusive, values-driven leadership style aligned to the College's ICARE values.			Application form Interview References
4.2	Professional integrity, discretion and sound judgement.			
4.3	Resilience and adaptability when managing competing priorities or change.			
4.4	Collaborative approach, with the ability to work			

	effectively across teams and functions.			
4.5	Commitment to continuous improvement and high professional standards.			
4.6	Demonstrable commitment to equality, diversity and inclusion, and the ability to embed inclusive practice.			
5. Suitability to work with Children, Young People and Vulnerable Adults				
Essential		Desirable		How Measured
5.1	Understanding of safeguarding responsibilities within a management role.			Interview
5.2	Ability to identify, respond to and escalate safeguarding concerns in line with College policy.			References
5.3	Ability to model appropriate professional behaviour and boundaries.			DBS Certificate
5.4	Emotional resilience when managing sensitive or challenging situations.			

MANAGEMENT TERMS & CONDITIONS

Conditions of Appointment

All appointments are offered subject to a probationary period of up to twelve 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 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., TPS or LGPS.

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 for pay purposes.

Maternity, Paternity & Adoption

The College operates a range of Family Friendly policies, including Maternity, Paternity and Adoption schemes, which provide for statutory and enhanced 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 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 Period

The amount of notice you are required to give to terminate your employment, is 3 months.

MANAGEMENT. V1300

Location of Work

Your principal place of work will be at the site given in the Job Description for 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.