

**Empowering futures:
for a better tomorrow**



Join our team at Ivy Education Trust as our:

Head of IT and Digital

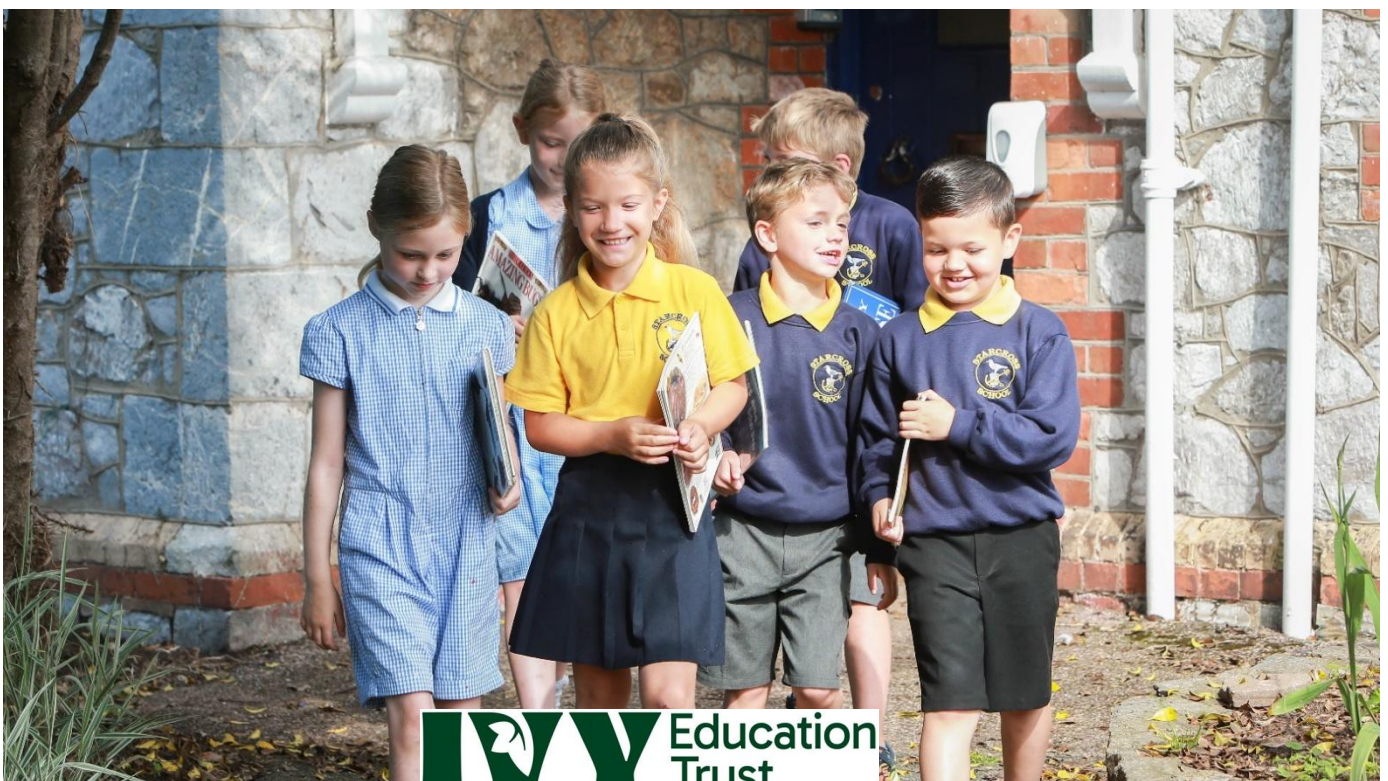
c£55,000 pa (leadership scale 3-8)

Hybrid role

1.0FTE / 0.8FTE Some flexibility over hours worked during term time is required to fulfil the responsibilities of the role

Permanent contract

Behind every breakthrough, a confident step, a proud smile, a new achievement... is technology that is safe, reliable and designed around people. Join us to help ensure our digital platforms empower learning, protect our pupils and enable our schools to flourish.





Welcome

Everything we do across our Trust is focused on our mission to deliver a high-quality and inclusive education for our pupils.

As part of our central Trust team, you will have the opportunity to play a part in enabling our schools to achieve their ambitions.

We work across our schools to develop, deliver, and operate services that are fit for purpose, deliver value and enable us to maximise our impact for our pupils and the communities we serve both now and in the future.

Working with us, you will have the opportunity to make a real difference.

Please take some time to learn a bit more about us, and what makes us, us, our values.

We feel it is an exciting time to join us as we grow our service and learn together across our community of schools.



The role: Head of IT and Digital

For us courage, compassion, collaboration and commitment are more than words, they are the principles that shape every decision and every opportunity we create for our pupils. As our Head of IT and Digital, you will place these values at the heart of our Digital strategy, ensuring technology consistently supports learning, safeguarding and inclusion.



Courage underpins the strategic insight you bring: the confidence to drive digital transformation, challenge legacy systems and introduce innovative, evidence-based solutions that strengthen our resilience and future readiness.



Compassion guides how technology is designed and delivered, ensuring systems are accessible, reliable and supportive of staff and pupils.



Collaboration is central to the way we work. You will build trusted partnerships with our Headteachers, safeguarding leaders, Trustee and colleagues across the Trust, ensuring clear communication, shared ownership and consistent high-quality digital services.



Commitment defines the professionalism you bring to service excellence, governance and security. Your leadership will help ensure our systems are safe, resilient and continually improving for the benefit of our all in our learning community.

This is a rare opportunity to combine strategic influence with genuine purpose. If you are motivated by making a difference, and want your expertise to directly support inclusion, aspiration and opportunity for all, this role offers the chance to lead with both head and heart.

Why join us?

- Work for a values-driven organisation that values innovation and collaboration.
- Make a tangible difference in education and the lives of our pupils.
- The opportunity to develop and lead our Trust wide digital and IT strategy
- Access professional development opportunities to grow your career in leadership.

What you'll do

As our Head of IT & Digital Strategy, you will play a pivotal role in ensuring the security, reliability and strategic development of IT and digital services across our Trust.

You will combine operational oversight with strategic leadership, from cyber security, infrastructure and service performance, to digital transformation, AI adoption and future-focused investment planning.

Working closely with senior leaders, Headteachers, the Trust Safeguarding Lead and Trustees, you will provide expert advice, establish strong governance and deliver technology solutions that directly support excellent education.

You will also lead the Trust's IT teams and third-party providers, fostering a collaborative, customer-focused culture and continually improving the quality and consistency of services provided across all schools.

About you

If you have:

- ✓ Proven experience of leading, inspiring and developing a team, setting clear expectations, building trust and fostering a positive, inclusive working environment
- ✓ Experience leading IT services and digital transformation in a multi-site organisation
- ✓ A strong understanding of IT service management, cyber security and cloud technologies
- ✓ Expertise in Microsoft 365, identity and access governance and modern infrastructure
- ✓ Proven experience leading, developing and supporting teams
- ✓ The confidence to advise senior leaders and Trustees, translating technical complexity into clear insight.

...then we would love to hear from you. Please do get in touch to learn more about this opportunity.

We offer

- A leadership role where your work really matters
- The opportunity to work in a team who are invested in creating the conditions to support the growth of others
- Competitive package with generous career average pension scheme with annual employer contributions linked to salary of up to £9,350 pa (c. 17%)*
- 26 days holiday plus public holidays**
- Ongoing professional development

**employer contribution rates set by the Local Government Pension Scheme.*

***including closure days to be taken over the Christmas period*

How to apply

Please do take the opportunity to learn more about the role by viewing the detailed job description on the following pages. To learn more about our Trust please view: [Ivy Education Trust](#).

To apply please complete our application form, detailing how you meet the criteria detailed in the person specification on the job description that we will assess during shortlisting. **The closing date for applications is Friday 1st May at 9.00am.** We plan to shortlist on receipt of applications and reserve the right to close the vacancy before this date. We plan to hold initial interviews via Teams during week commencing **Tuesday 5th May.** Final interviews will be on the **Thursday 14th May** in Teignmouth, please do keep this date free.

If you have any questions about this opportunity or would like to arrange an informal chat about the role or a visit to the Trust, please contact us at recruitment@ivyeducationtrust.co.uk



Job description

Post title: Head of IT & Digital Strategy

School: **Hybrid.** Office location is Trust Central Team at Teignmouth Community School (TQ14 9HZ) with requirement to travel across all Trust Schools as needed.

Working hours: Full time / year-round. Part time hours (0.8 FTE) would be considered for the right candidate.

Salary grade: L3 – L8 £54,394 - £61,534 pa

Contract type: Permanent

Responsible to: Director of Operations

Responsible for: IT support staff

Key purpose of job:

As part of the Ivy Central Team, the post holder is a senior leader responsible for setting and delivering the Trust's fully centralised digital strategy and providing assurance that IT services are sector-leading, safe, reliable, resilient and user-centred across all academies and central services.

Key to this role is collaboration, communication and engagement with a range of stakeholders, in particular our headteachers, to ensure excellent customer service and satisfaction as well as delivery of the highest standards of service. The role leads digital transformation; IT governance; cyber security; AI; infrastructure and cloud platforms; identity and access governance; service management (including the Help Desk and Service Level Agreements); the IT budget, procurement and supplier management; and user enablement.

To work collaboratively with the wider Central services team (particularly the Data Analyst and Trust Safeguarding Lead), maintaining reliable systems and appropriate integrations without duplicating accountabilities.

Specific duties and responsibilities:

Digital strategy, transformation and horizon scanning

- Lead the development, implementation and review of the Trust Digital Strategy and roadmap, aligned to organisational priorities and school development plans.
- Build a Trust-wide digital-first culture, promoting innovation, automation and consistent ways of working across schools and central teams.
- Maintain horizon scanning across EdTech, AI and wider ICT, identifying opportunities and innovation as well as risks and translating these into actionable recommendations and solutions.
- Develop and maintain multi-year refresh and investment plans (capital, revenue and staffing), including lifecycle and sustainability considerations, in collaboration with Headteachers.
- Provide proactive expert advice to senior leaders on digital transformation, EdTech and AI as well as platform choices and the operational impact of technology decisions.

IT governance, standards, compliance and risk

- Establish and maintain Trust-wide governance for technology decision-making, including standards, reference architectures and approvals as appropriate.
- Lead assurance against relevant DfE digital and technology standards, ensuring plans are in place to meet and maintain required benchmarks and best practices
- Own and maintain IT risk management, including risk assessments, mitigations, and reporting to Executive and Trustees as required.
- Maintain and review IT policies and procedures (e.g., acceptable use, AI, access control, asset management, change management, incident response), ensuring they are workable across schools.

IT service management (ITSM) and service performance

- Own and operate a Trust-wide IT service model with a service catalogue, SLAs/OLAs, escalation routes and customer service expectations
- Implement and embed ITSM processes including incident management, request fulfilment, problem management, change and release management, and continual service improvement.
- Establish service performance reporting (availability, response and resolution, backlog, recurring incidents, customer satisfaction) and drive improvement actions.
- Ensure user guidance and training is available for core Trust platforms, with an emphasis on Microsoft 365 adoption and consistent practice.

Cyber security, online safety, safeguarding and resilience

- Lead the Trust cyber security programme, ensuring appropriate controls are implemented and monitored (e.g., patching, vulnerability management, endpoint protection, MFA, privileged access).
- Work with our Trust Safeguarding Lead to ensure appropriate filtering and monitoring arrangements are

in place and routinely reviewed in partnership with safeguarding leaders and DSLs, with clear roles, escalation routes and incident handling.

- Maintain and test IT business continuity and disaster recovery arrangements for critical services, including recovery expectations, exercises, and remediation planning.
- Lead response to major IT incidents and cyber incidents, coordinating technical recovery, communications, evidence preservation and post-incident lessons learned.

Infrastructure, cloud services and identity/access governance

- Oversee Trust-wide infrastructure and cloud services to ensure availability, resilience, security and cost-effectiveness across academies and central services.
- Own identity and access governance including account lifecycle management, role-based access, MFA enforcement, and privileged access controls.
- Define and assure standards for connectivity (internet, broadband resilience), wired and wireless networks, switching, and core site infrastructure.
- Ensure backup, retention and recovery controls are defined and tested for key systems and data within IT-managed platforms.

Information governance support (in partnership with the DPO)

- Work in partnership with the Trust Data Protection Officer to support compliance by implementing appropriate technical and organisational measures within IT systems.
- Support DPIAs from a technical perspective, ensuring proposed solutions have appropriate security, access controls, retention and auditability.
- Maintain secure configuration and monitoring of systems processing personal data, and provide technical input to information governance queries when required.

Procurement, contracts, suppliers and asset lifecycle management

- With support of the finance team, lead procurement of digital technology and services, ensuring value for money, standardisation, and alignment with Trust procurement requirements.
- Implement supplier and contract management (KPIs, service reviews, performance improvement plans, renewal planning and risk controls).
- Own asset lifecycle management for devices and infrastructure: standards, refresh cycles, inventory controls, secure disposal and re-use strategies.
- Optimise licensing and subscriptions, ensuring compliance and cost control across the Trust.

Project delivery and change management

- Lead delivery of Trust-wide IT programmes and projects using agreed governance, benefits realisation and change management approaches.
- Maintain project controls (scope, schedule, budget, RAID, dependencies, communications) and ensure effective stakeholder engagement across schools.
- Provide clear, timely reporting to the Executive Team and Trustees on progress, risks, issues, decisions required and realised benefits.

Team management and organisational development

- Using a positive, values led leadership style, line manage Trust IT support and infrastructure teams, providing support and encouraging development and succession planning, setting clear expectations, monitoring performance and developing capability.
- Coordinate third-party providers and contractors to ensure consistent service, parity across sites and best value.
- Undertake workforce planning, skills development and succession planning to reduce key-person dependency and strengthen resilience.

- Proactively lead the annual digital assessment/audit programme across schools, and drive action planning and follow-up, providing regular updates on progress for the Executive and Trustees.

Budget and financial management

- Work with Finance leaders to plan and manage IT budgets (Trust and school-level where applicable), monitor expenditure and forecast future costs.
- Identify and deliver efficiencies through standardisation, shared services, contract optimisation and rationalisation of legacy systems.

General

- Act as the Trust's senior point of contact and expertise for IT and digital matters, modelling a customer-focused service culture and developing strong relationships and trust with Headteachers and other leaders.
- Lead a proactive rhythm of IT communication across the trust.
- Support IT complaint handling and service escalations in line with Trust policy, ensuring lessons learned feed into improvement plans.
- Promote equality, diversity and inclusion and uphold the Trust's safeguarding commitments.

Other duties

- To place the safeguarding of all children in the school as the highest priority.
- To be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children and to report any concerns in accordance with the college's safeguarding policies. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS with barred list check.
- To make maximum use of opportunities to generate a culture of celebration and praise amongst the staff and pupils at our schools.
- To maintain an understanding of and work within Trust and School policies, procedures and statutory regulations, including in respect of health and safety, equity and inclusion, GDPR and data protection, safe use of IT, safeguarding children and safer working practices.
- To conduct oneself in a manner befitting a member of staff working in education at all times, demonstrating the behaviours and standards of our code of conduct.
- To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.

Please note – our Trust operates a Smoke-Free Policy, and all staff and workers are prohibited from smoking in any of the Trust buildings, including enclosed spaces within the curtilage of buildings, and Trust vehicles.



Person specification

Assessment criteria - evaluated from application form (A) and / or interview (I)		Essential	Desirable
Qualifications:			
Degree or equivalent professional experience in a relevant discipline. (A)		✓	
ITIL: MP, PM, SL (A)			✓
Microsoft Azure Solutions Architect / Cybersecurity Architect / 365 Administrator (A)			✓
Management / Leadership qualification or equivalent experience. (A)			✓
Cyber security qualification and / or evidence of working to recognised sector cyber standards. (A)			✓
Experience:			
Several years' experience of operational leadership experience in IT within a multi-site organisation (A/I)		✓	
Demonstrable experience delivering digital transformation and change programmes (A/I)		✓	
Experience establishing ITSM processes, SLAs and service performance reporting with a focus on continuous improvement. (A/I)		✓	
Experience implementing cyber security controls, incident response readiness and resilience planning. (A/I)		✓	
Experience of procurement, supplier management and contract governance with a value-for-money focus. (A/I)		✓	
Experience in an education or MAT context. (A)			✓
Proven people leadership experience including coaching, developing and building resilient teams. (A/I)		✓	
Knowledge:			
Knowledge and understanding of the importance of safeguarding children (I)		✓	
Strong knowledge of Microsoft 365 and cloud technologies, including governance, identity and access controls.(I)		✓	
Skills:			
Credible, confident and proactive, with the presence and depth of technical and strategic expertise to influence and drive change. (I)		✓	
Ability to coach, develop, support and challenge a team (A/I)		✓	
Strong analytical skills with the ability to present complex information clearly to senior leaders and Trustees. (I)		✓	

Assessment criteria - evaluated from application form (A) and / or interview (I)		Essential	Desirable
Customer-focused and collaborative, able to build strong relationships with school leaders and central teams. (I)		✓	
Commitment to always providing the best service for the benefit of our students. (I)		✓	
Ability to form and maintain appropriate professional relationships and personal boundaries with pupils (I)		✓	
Commitment to school improvement and raising outcomes for all pupils (I)		✓	



Our Trust



Our Schools

We support 8 schools/colleges, (5 primaries and 3 secondary schools) across Teignbridge in South Devon. Each of our schools has its own identity and character. Choice and variety in educational provision is important to us.

Connected not just by our geography, we work closely across our schools and with partners to share ideas, resources, best practice and learning. We are constantly working to improve and develop our provision.

Cockwood Primary School	
Kenn Church of England Primary School	
Kenton Primary School	
Starcross Primary School	
Teignmouth Primary School	
Dawlish College	
Newton Abbot College	
Teignmouth Community School	

Our vision and mission define our purpose.

Our vision: **‘Empowering futures; for a better tomorrow’**

Our vision describes what we would like to accomplish. It is future focussed, setting our long-term goal for both pupils and ourselves. We believe that through our work we can change lives. This inspires and motivates us to be better every day.

Our why:

Our mission describes why Ivy exists: **‘To deliver an ambitious, high-quality, inclusive education’.**

Our how:

Our values are what makes us, us. Whilst our schools have their own unique identities, our values are what we have in common, they guide us in how we approach our work and empower us to be successful.

Being Ivy. Our values:



Being Ivy. Through our behaviours we bring our values to life every day:

Courage

- Be bold
- Take changes
- Seize opportunities
- Take ownership

Compassion

- Listen to learn
- Be kind to self
- Be kind to others
- Take care of the world around you

Collaboration

- Stronger together
- Support others
- Many schools; one Trust
- #TeamIvy

Commitment

- Work hard
- Give it everything
- Be consistent
- Be accountable

If our values resonate with you, we would love to hear from you.

