



## Job description: Head of IT & Digital Strategy

<b>Location</b>	Home-based with requirement to travel across Trust schools (East Midlands, Thames Valley and London) and attend Head Office in London as required
<b>Contract term</b>	Permanent
<b>Full time/term time</b>	Full time
<b>Pay range</b>	SCP 50 - £63,472 to SCP 53 - £68,051
<b>Reporting to</b>	Director of Operations

### Role purpose

As part of the Anthem National 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. This role works collaboratively with the wider professional services team (particularly the Head of Data and Head of Safeguarding), maintaining reliable systems and appropriate integrations without duplicating accountabilities.

### Main 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 Head of Safeguarding 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 Executive 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.
- Undertake other reasonable duties commensurate with the grading of the post.

*These duties and responsibilities should be regarded as neither exhaustive nor exclusive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post.*

*The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.*

*The successful candidate will have a right to work in the UK.*

**Person specification: Head of IT & Digital Strategy**

<b>Qualifications and Professional Standing</b> <i>Evidenced through: Application</i>	<b>Essential</b>	<b>Desirable</b>
Degree or equivalent professional experience in a relevant discipline.	✓	
Right to Work in the UK	✓	
Management/Leadership Qualification		✓
Other Qualifications in the relevant field		✓

Cyber security qualification and/or evidence of working to recognised sector cyber standards.		✓
<b>Experience, Skills and Knowledge</b> <i>Evidenced through: Application/Interview/References</i>	<b>Essential</b>	<b>Desirable</b>
Extensive strategic and operational leadership experience in IT within a multi-site organisation	✓	
Proven ability to translate strategy into deliverable plans and measurable outcomes.	✓	
Demonstrable experience delivering digital transformation and complex change programmes	✓	
Experience establishing ITSM processes, SLAs and service performance reporting with a focus on continuous improvement.	✓	
Strong knowledge of Microsoft 365 and cloud technologies, including governance, identity and access controls.	✓	
Experience implementing cyber security controls, incident response readiness and resilience planning.	✓	
Experience working with safeguarding leaders to support online safety requirements including filtering and monitoring.	✓	
Experience of procurement, supplier management and contract governance with a value-for-money focus.	✓	
Strong analytical skills with the ability to present complex information clearly to senior leaders and Trustees.	✓	
Proven people leadership including performance management, talent development and building resilient teams.	✓	
Experience in an education or MAT context.		✓
Understanding of MIS integrations from an infrastructure/security perspective (without ownership of MIS strategy).		✓
<b>Personal Qualities</b> <i>Evidenced through: Application/Interview/References</i>	<b>Essential</b>	<b>Desirable</b>



Credible, confident and proactive, with the presence and depth of technical and strategic expertise to influence and drive change.	✓	
Customer-focused and collaborative, able to build strong relationships with school leaders and central teams.	✓	
Calm and logical approach to problem-solving, able to manage competing priorities and respond effectively during incidents.	✓	
High personal integrity, professionalism and commitment to continuous improvement.	✓	
Commitment to always providing the best service for the benefit of our students.	✓	