Job Description	
Role: Head of Digital, Data and ICT	
Grade: M3	Reports to: Chief Operating Officer (COO)
Role specifics: Permanent, full time 37 hours per week, 52 weeks per year	

Overall Purpose of the Role

To lead and manage the strategic and operational delivery of the school's digital, data and ICT provision, delivering reliable, secure and forward thinking technology and data solutions to underpin exceptional teaching and learning and enable efficient business operations. The role includes responsibility for IT and digital strategy, oversight of data and management information, cyber security, systems and software management, digital learning, technical support, and team leadership and management.

Main Areas of Responsibility

IT & Digital Strategy

- IT Strategy Development: Collaborate with senior leadership to build and implement a strategic and transformational Digital, Data and ICT integrated plan that leverages the latest technology to meet the school's operational and educational needs.
- Emerging Technologies: Keep abreast of developments in the IT and EdTech sectors to identify and implement new technologies and systems that enhance the school's technical capabilities and user experience.
- Change Management: Design and implement structured change management processes to ensure the school's systems and technology are fit for purpose and aligned to the school's strategy, ensuring that deployments, upgrades, and migrations are meticulously planned and delivered.
- Data Management: Identify opportunities to integrate data across systems, removing duplication and improving data efficiency and resilience.
- Digital Learning: Collaborate with the Deputy Head - Academic, Assistant Head - Academic, and Assistant Head - Sixth Form, to guide the strategic development of Digital Learning to support leading edge teaching and curriculum delivery.

Systems & Software Management

- System & Device Architecture: Design and implement a system and device architecture that aligns with the current and future needs of the school. Work closely with the Senior Network Technician/Network Manager to evaluate, procure, and deploy technical and hardware solutions that prioritise ease of use, ensure network stability and scalability, and deliver robust device lifecycle management.
- Software Management: Oversee software optimisation, deployment, and upgrades, regularly reviewing the school's use of software and applications against needs, opportunities and budget.
- MIS & Data Management: Support and optimise the school's MIS and associated systems, ensuring data integrity and resilience, simplification, and accessibility across departments and teams.
- Cybersecurity: Develop and enforce a robust cybersecurity framework to ensure the schools' systems are maintained and managed according to DfE and NCSC recommendations. Monitor cyber threats and ensure compliance with data protection standards and best practice.

- Network & Infrastructure Management: Oversee, configure, and manage the core IT network, including on-premise servers, cloud services and internet connectivity to ensure optimal performance, resilience and speed. Coordinate with the Senior Network Technician/Network Manager to maintain and upgrade network infrastructure, manage security configurations and user access, and perform regular network health checks.
- Backup & Disaster Recovery: Ensure the maintenance of robust backup and disaster recovery plans, ensuring all critical systems and data are secured, tested, and validated regularly. Investigation, management and follow-through of any major IT related incidents.
- Asset & License Management: Oversee the management and cost optimisation of all IT related suppliers, including licensing providers, broadband, telecoms, access control, security systems, data management, and software partners. Ensure required documentation is maintained on assets and licenses in the school's asset register.
- Safeguarding: Collaborate with the Designated Safeguarding Lead (DSL) to monitor and report on internet and network usage and filtering, ensuring alignment with DfE guidance and the school's safeguarding policy and procedures. Work with the AI Lead to embed appropriate system controls in the school's use of AI.

Digital Learning

- Support the implementation and oversight of key Digital Learning initiatives, including:
  - Identifying, evaluating, and sourcing delivery options.
  - Overseeing onboarding and induction processes for new platforms, ensuring staff and students are effectively trained and supported.
  - Developing and managing the school's Bring Your Own Device (BYOD) policy and procedures to ensure seamless integration and accessibility.
  - Coordinating with platform and software providers to address issues, request feature enhancements, and ensure tools remain aligned with school requirements.
- Classroom Technology: Partner with teaching staff to develop, promote, and deploy new technology into classrooms and teaching spaces, focused on delivering the very best outcomes for teaching and learning.
- AI Innovation: Partner with the AI Lead to stay current with best practices and emerging trends.
- System Integration: Ensure that Digital Learning solutions integrate cohesively with the school's overall IT infrastructure, systems and data architecture.
- Professional Development: Attend relevant external events and conferences to keep up to date with innovations in Digital Learning. Provide insights and proposed solutions to senior staff to help inform and shape the school's evolving Digital Learning strategy.
- Effectiveness Evaluation: Regularly assess and report on the impact of the school's Digital Learning strategies, providing feedback to the senior team on progress, challenges, and successes. Actively engage with teaching staff to understand and address technology issues and opportunities.

Data Management & Integration

- Management Information Systems: Ensure the school's MIS systems are kept up to date and optimised to meet the school's needs, to provide the right information at the right time for decision-making and reporting.
- Data Integration & Process Efficiency: Work with other teams across the school to ensure data is fully integrated and accurately mapped across all platforms; including admissions, timetabling, attendance, pupil reporting, exams, census, communications, HR, catering and finance.

- Data Protection: Work with the Data Protection Officer to ensure systems are data secure and designed to comply with data protection requirements.

Team Leadership & Management

- Leadership & Oversight: Line manage staff responsible for ICT and Data. Maintain high service standards to ensure prompt issue resolution and optimal responsiveness in meeting user needs. Encourage innovation and creative thinking, seeking best practice from inside and outside the sector.
- Operations Leadership: Serve as a key member of the school's Operations Leadership Team by collaborating, influencing, listening, motivating and working effectively with other members of the team to deliver strategic and operational priorities. Lead by example, modelling the school's ethos, values, integrity and accountability.
- Service Excellence: Develop and implement a service excellence framework that prioritises responsiveness and efficient resolution. Regularly evaluate user feedback to continuously improve the team's performance, collaboration and operational efficiency. Identify opportunities to move to increased reliance on user self-service and digital empowerment.
- Performance Management: Run weekly team meetings to review priorities, service levels and project status. Conduct regular performance appraisals to ensure alignment with the school's digital strategy and service delivery standards, ensuring team members receive appropriate and effective feedback and coaching. Identify areas for improvement and provide resources to support professional growth and development. Create and cultivate an inspiring and positive team environment that keeps team members engaged, motivated and focused on achieving goals.
- Staff Training: Develop, coordinate, and implement a comprehensive school-wide technology training plan to build confidence and capability, including areas such as use of software, classroom technology, device management, data protection, cybersecurity, and digital fluency.

Knowledge, Experience and Personal Attributes

	Essential	Desirable
Qualifications	Evidence of ongoing professional development and proven management experience for the role.	- A degree in a relevant discipline for the role. - Relevant technical or industry standard certifications for the role.
Technical Expertise	- Demonstrated success in developing digital strategies and leading transformational change projects, including technology development, software implementation, and device rollouts. - Experience in managing servers, networks, cloud based platforms, device management, and AV systems. - Proven track record in cybersecurity and systems risk management. - Experience of working with management information systems (MIS) and reporting systems, ensuring data is secure and used effectively to support decision-making.	- Understanding of current and emerging EdTech solutions and platforms. - Deep knowledge of school management information systems (MIS). - Understanding of data protection requirements. - Understanding and experience with emerging AI solutions, risks and opportunities.

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	Essential	Desirable
Skills & Experience	- Experience of managing, leading, motivating, developing and directing teams, setting clear goals and managing performance. - Ability to diagnose, troubleshoot, and solve technical issues efficiently. - Skilled at explaining complex technical information to non-technical stakeholders and providing clear technical guidance to team members. - Experience of IT asset management, procurement and budget management. - Strong interpersonal skills and the ability to communicate effectively across all levels in an organisation. - Strong organisational, project management and analytical skills.	- Experience of technology development and management in a school environment. - Experience of reviewing in-house v outsourced solutions.
Personal Attributes	- Proactive, can-do attitude, innovative, solution-focused, flexible. - Ability to work calmly and confidently under pressure within a complex and busy environment. Resilient, self-reflective and determined. - Self-awareness and willingness to seek support when required. - A connection to the school's values and ethos.	