



Job Description

Post title: Head of Digital Services	
Department: IT	Date compiled: 17 March 2023
Salary: £55,000 per annum	Hours per week: 40 1.0FTE

Immediate line manager:

- The Chief Operating Officer

Job purpose:

- This is a key role providing a strategic and comprehensive oversight of all systems across the School as well as ensuring the smooth day-to-day running of IT services. The Head of Digital Services will have the following key areas of responsibility:

Principal duties and responsibilities:

Principal Duties

- Line Management of the IT Services team, Data Systems team, Print Services team and the Staff IT Trainer.
- Ensuring the effective management of a fast-running, reliable computer network, onsite and cloud systems that will offer a quality platform to support teaching and learning as well as the wider managerial and administrative needs of the School.
- Oversight and planning for IT and budgetary management across the needs of Teaching Staff and Support Functions.
- Ensuring the effective management and cost-effective production of printed resources within the Print Services department, and wider fleet of printers, scanners and copiers.
- Working with academic colleagues to promote the use of technology in Teaching & Learning.
- Staff and pupil training.
- Ensuring best practice in cybersecurity and online safeguarding.

The duties and responsibilities of the Head of Digital Services will include, but not be limited to:

Strategy

- Working with the School's Senior Leadership Team to develop and implement a strategic plan for IT to include the current and future requirements of teaching & learning, support, administration, marketing, finance functions and to ensure that the School has the appropriate hardware, software and external services to support these needs.
- Maintaining an up-to-date knowledge and thorough understanding of all relevant new and emerging IT technologies and ensure the Senior Leadership team is well informed of the benefits they could bring to the School if adopted.
- Acting as a key member of the Digital Strategy Committee chaired by the Senior Deputy Head.



- Building a network of contacts across other independent schools to share ideas and understand best practice.
- Ensure relevant School policies are developed, maintained and understood.

Infrastructure, Systems and Data, Printed resources

Working closely with the IT Systems Team Leader, Head of Data Systems and Print Services Production Manager:

- To ensure the effective provision of a reliable and capable computer network to support Teaching & Learning, as well as the wider administrative and managerial needs of the School, alongside appropriate connectivity in the boarding and day houses.
- To ensure that all data is held and transmitted securely on devices and is backed up for both day-to-day recovery as well as longer term archives.
- To make effective use of Cloud based services where appropriate to do so.
- To ensure the effective provision and management of a reliable communications platform. (including the School's fixed and mobile telephony needs)
- To ensure the School's information systems meet the needs of all sections of the community and development requirements are appropriately prioritised.
- To ensure software licensing requirements are met.
- To carry out regular updates of the disaster recovery plan, to make sure that cyber security challenges are met and mitigated against, and to test recovery procedures.
- To manage, resolve and report on faults and issues related to the IT and Data systems.
- To ensure printed resources are produced to a high quality, and in a cost-efficient manner, within the Print Services department and across the organisation.

Leadership and communication

- Working with appropriate stakeholders to develop an environment of continual service improvement in order to meet the needs of the school community.
- To lead, motivate and enhance the IT Systems Team, Data Systems team, Print Services team and to line manage the Staff Trainer.
- To deliver effective performance management, annual appraisals of direct reports including annual objective setting, and professional development for team members.
- To embed a customer service orientated culture within the IT Systems Team.
- To devise and manage a reporting framework to monitor the performance of the IT support function.
- To champion online safety and the responsible use of the internet by pupils and staff and to help develop the School's acceptable use policies.
- To be responsible for own personal development and continuously improve technical knowledge to maintain a sound technical insight into all current technologies and systems that are deployed across the School.
- To support the marketing of the School through digital means.
- To communicate IT strategy to staff in simple to understand language and appropriate channels, providing guidance and assistance as required so users feel confident and secure and able to put IT provision to best use.
- To be a member of the COO's Support Heads of Department team.



Financial

- Following consultation with senior staff, and in particularly the COO, draw up the proposed annual, whole-School IT budget, recommending the priorities for spending and investment over the short, medium and long term.
- To efficiently and effectively manage the IT budget thereafter.
- To ensure the School maximises its return on its significant investment in IT.
- To monitor the performance of IT suppliers and their supply chains with respect to the delivery of any IT service.
- To be the primary point of management with any IT Supplier ensuring that projects meet the parameters and requirements of the school.
- To verify fees/payments to the IT Supplier on behalf of the School including resolving any disputes regarding amounts to be paid.
- To provide budgetary information to assist the School in the formulation of any Capital and Revenue funded programmes. To continuously monitor and provide statements of expenditure against the programme budget.

Projects

- To own and manage the delivery of all hardware, systems and software changes across the School.
- To work closely with the Estates Department for any requirements during projects with regard to the installation and maintenance of electrical and data cabling related to networking, audio visual and telephone systems.
- To use recognised and industry standard project delivery methodologies to manage projects and ensure they are delivered on time and within budget.
- To provide regular project management and project progress reports to stakeholders.
- To proactively manage and mitigate risks and issues to ensure that project outcomes and expected benefits are fully realised.

Supporting Teaching and Learning

- To support the whole school to embed technology into the teaching, learning and assessment process and to inspire them in the creative possibilities for technology across the curriculum.
- To work to put in place training and development opportunities for staff to overcome any barriers to developing and delivering lessons in which technology is used to enhance pupil learning.
- To work with the Deputy Head (Pastoral) to ensure the digital health of pupils is maintained.

Any other duty which may be reasonably requested by the line manager.

For the avoidance of doubt, the duties and responsibilities contained within this job description may change from time to time according to the requirements of the role and it is not intended to have a contractual effect.

All staff are expected to comply with the School's Health and Safety policies in the performance of their duties.

Job description drawn up by	Chief Operating Officer	Date: 17 March 2023
Approved for department by	Human Resources	Date: 17 March 2023