

# Role Introduction

A key platform underpinning our strategic plan is our ability to embrace and integrate the latest digital and data developments for the benefit of our staff, pupils and commercial customers. For this to be possible we are seeking a Digital & Data Director to lead the development of our Digital strategy. We are not looking for someone to only continue our service provision, but someone who can inspire new ways of thinking and collaborative problem solving through their knowledge of the latest developments and bring them to bear across all areas of our family of Schools.

This role will be joining at an exciting time for Shrewsbury and its wider family of Schools, with a perfect opportunity to help to shape our future and drive our development. You will be supported in your plans and business case backed investment will be available for future projects.

You will also join an amazing and dedicated team committed to working collaboratively to drive the success of Shrewsbury and its family of schools.

## Job Description

### **MAIN PURPOSE OF ROLE**

The IT Director is responsible for information technology (infrastructure, systems, technical support, data security and cybersecurity); data and management information, digital technology and systems development across the Shrewsbury Family of Schools. The postholder will work closely with the COO (Chief Operating Officer) to develop and refine the Digital strategy for the business and the implementation of associated business plans to ensure its success.

### **LEVEL OF POSITION**

The post holder reports to the Chief Operating Officer, who will provide day-to-day line management including appraisal, training & development but will have far-reaching relationships across the Senior Leadership Team and the Shrewsbury Family of Schools that consists of Shrewsbury, Packwood, Terra Nova and Prestfelde.

### **DUTIES AND RESPONSIBILITIES**

*These duties are illustrative. Shrewsbury School reserves the right to alter the content of this job description, after consultation and consistent with the level of responsibility of this role, to reflect the school's changing demands.*

## **MAIN RESPONSIBILITIES:**

### **STRATEGIC:**

- As a member of the COO's team, contribute to the overall direction of the family of schools through horizon scanning, strategy design and business plan development ensuring a robust response to future risks and opportunities
- Develop an articulate and ambitious rolling three-to-five-year Digital strategy for the Shrewsbury Family of Schools.
- Provide strategic and operational leadership of Shrewsbury's digital infrastructure, support and services.
- Unify systems and exploit their data for quality decision making that supports the strategic direction of the Shrewsbury family of schools, as an enterprise and as a brand.
- Create implementation plans for digital development that produce coherent operational and capex budgets over a three to five year period.
- Oversee a visible and obvious transition from only being an IT service provider to an enhanced credible function that makes available high quality management intelligence underpinned by effective systems architecture, appropriate skill sets and effective senior leadership
- Bring to bear the latest developments in the marketplace to underpin Shrewsbury's strategic thinking and keep it at the forefront of digital, data and technology

### **DIGITAL & DATA:**

- Define and implement a self-service culture for Digital provision across pupils, staff and parents wherever possible.
- Ensure that the business intelligence provision is forefront in the thinking and design of all digital developments.
- Ensure that the current service delivery of Digital networks, systems, hard and software is maintained and enhanced through continuous improvement to meet the need of pupils, academics and support teams and the future strategic direction of the Shrewsbury Family of Schools.
- Take a risk-based approach to the continuity of services of digital systems and play an active role in the Shrewsbury Risk and Capital Committees – with particular focus on digital security, recovery planning, disaster preparedness.

- Ensure that all Digital Services projects are designed and delivered using established project management methodologies and delivered to time, cost and quality criteria and managed and reported appropriately
- Create and maintain a comprehensive digital asset register
- Review, enhance and improve cybersecurity across the family of schools, ensuring no weak links, and maintaining a robust consistent standard of provision.
- Lead the technical delivery of a centralised operations provision designed to support the growing family of schools.
- Play a consultative and supportive role to the Deputy Head Digital Learning, supporting with AI and digital development, for the benefit of our pupils and staff
- Contribute digital innovation to other development areas of the school including Sport, Co-curricular, Development Office and the Commercial Development of Shrewsbury Family of Schools
- Take ownership of the Sharepoint Intranet across the family of Schools, setting and managing clear protocols to guide content creation, format and structure.
- Manage the provision of audio visual and technological support for School events and open days in partnership with the Theatre Technician team.

#### **TEAM:**

- Recruit, develop and lead a professional Digital & Data team charged with maintaining a market leading provision for staff, pupils and parents ensuring efficient and effective working practices through clear objectives, development opportunities and rigorous performance management.
- Provide strategic leadership and guidance to the Digital & Data Team to ensure the right people, skillsets and roles are in place to deliver the Digital Strategy.
- Ensure that the Director and team stay abreast of latest developments and research topics related to current and emerging technology (e.g. relevant policies, current practices, staffing requirements, financial resources, etc.) for the purpose of developing new programs/services, ensuring program compliance with established requirements and securing general information and/or responding to requests.

#### **STAKEHOLDERS:**

- Design and implement a suite of key performance indicators for the provision of Digital Services and manage teams appropriately to deliver these, ensuring customer service levels and response times for colleagues, parents and suppliers are clearly defined and achieved.

- Ensure high quality, value for money procurement practices in all aspects of third-party service provision and contract management
- Manage contractual and procurement arrangements with a commercial mindset ensuring value for money, high quality service provision, and monetising digital innovation where possible.
- Work closely with the Director of Marketing and Communications, Director of Finance and Director of Human Resources to ensure that new systems across operational areas of business are integrated, supported and developed to provide high quality, accurate and timely management information.
- Establish and maintain positive relationships with external partners and stakeholders, including representing Shrewsbury Family of Schools at external events.
- Build and maintain strong working relationships with key stakeholders including the Governing Body, Heads and other members of the family of Schools.
- Act as a strong ambassador for Shrewsbury School and its Family of Schools, building, developing and maintaining positive working relationships
- Operate in accordance with School's policies and procedures as detailed on the School's website and intranet and as set out in the Staff Handbook and elsewhere, ensuring compliance with the School's Code of Conduct, the Safeguarding Policy and Child Protection procedures, the School's Health and Safety policy and the Health and Safety at Work Acts.

#### **SUITABILITY TO WORK WITH CHILDREN:**

- Shrewsbury School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- The postholder must comply with the School's Safeguarding & Child Protection policy at all times.
- The postholder must undergo Safeguarding & Child Protection training as directed by their Line Manager.
- Full safer recruitment checks will be completed on successful candidates which will include an Enhanced Disclosure & Barring (DBS) check.

*Flexibility may be required to work outside normal hours on occasion, to meet the demands of the role.*



# Person Specification

It is anticipated that the successful candidate will demonstrate the following skills:

Essential   Desirable

## **Qualifications and Knowledge:**

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| • Educated to degree level with a relevant higher level qualification <u>or</u> demonstrable work experience | ✓ |   |
| • Project management qualification or equivalent experience leading change projects/programmes               |   | ✓ |
| • Accreditation or practical understanding of ITIL Service Management  | ✓ |   |
| • Up to date and relevant sector knowledge and experience  | ✓ |   |

## **Work Experience:**

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|---|---|
| • Extensive experience at a senior leadership level of leading an IT or data function   | ✓ |
| • Proven experience of developing and driving implementation of digital and data transformation programmes to deliver successful tangible outcomes        | ✓ |
| • Stakeholder management experience with the ability to develop, maintain and strengthen partnerships with others inside or outside the family of Schools | ✓ |
| • Experience of creating, communicating and delivering a clear vision and strategy for digital and data.  | ✓ |
| • Experience of risk management   | ✓ |
| • Experience of negotiating, procuring and managing service contracts   | ✓ |

- Experience of overseeing programme financial activities ✓
- Experience of integrating AI and digital technology to deliver business benefits ✓
- Proven track record of leading a team, driving performance, accountability and operational excellence. ✓
- Experience of working in an educational environment ✓

**Personal attributes:**

- Strong emotional intelligence coupled with the ability to communicate and negotiate effectively with individuals at all levels ✓
- Strategic thinker with calm, rational and objective approach to decision making ✓
- Engaging and motivating leadership style, with an ability to combine strategic oversight with practical hands-on involvement ✓
- Excellent collaboration, negotiation and influencing skills with all levels of stakeholder ✓
- Ability to prepare high quality reports, providing clear insights, data analysis and informed recommendations ✓
- Excellent analytical, problem-solving and project management skills ✓
- Gravitas, confidence and the ability to gain credibility at a senior level ✓