

JOB DESCRIPTION

POST:	Head of IT and Digital
DEPARTMENT:	IT
RESPONSIBLE FOR:	IT Department and Outsourced arrangement
RESPONSIBLE TO:	Executive Director Resources
BAND:	6b

JOB SUMMARY

To provide leadership to the IT Department and be accountable for the formulation and delivery of the College's Digital and IT strategy so that the College's strategic and operational needs are met.

SPECIFIC DUTIES AND RESPONSIBILITIES

1 Leadership

Responsible for:

- Leading the department's senior management team.
- Promoting an agile culture of innovate-build-deliver
- Define IT Strategy to support the College's strategic goals and objectives, particularly the Digital Transformation piece working collaboratively cross-College to maximise our CRM and CMS developments.
- Being accountable for the IT department's operational and capital budgets. Ensuring that all expenditure complies with the College's financial regulations.
- Effective planning of the departments operational and capital budgets to get the best use of all resources, focussing on value for money.
- Structuring the department to best meet changing strategic and operational goals.
- Setting objectives and managing performance of team members and supporting them to meet those objectives.
- Agreeing personal and departmental targets and objectives with line manager.
- Ensuring that the department meets the targets that have been set.
- Giving staff support and opportunities to meet their personal development objectives.
- Supporting staff to work flexibly across roles within the department so that operational needs are met.
- Meeting with Directors and Heads of Department to discuss IT requirements and performance as required.
- Ensure regular engagement with the DPO and IG Manager

2 IT Operations

Responsible for:

- Making sure that the IT Operations Team has the appropriate resources for the effective operation of the College data and voice networks, servers, storage, PCs, printers and applications.

- Ensuring that robust operational procedures are in place and are being applied and monitored correctly.
- Driving the adoption of ITIL service management.
- Making sure that IT Security is managed correctly.
- Making sure that suppliers (including an outsourced service) are managed effectively.
- Making sure that services to managed service clients (Associations) are provided as agreed and to SLA where appropriate.
- Developing and enhancing IT Disaster Recovery provision for the College.

3 IT Development

Responsible for:

- Ensuring that the software development team have the appropriate resources to deliver software development projects as required by the business.
- Producing business cases for additional development resource when the work backlog demands it.
- Making sure that development projects are delivered to the agreed timescales and quality.
- Delivering the service to JCST to the formal SLA.
- Ensuring that all software development complies with the development framework strategy (.NET, Sitecore CMS) and are developed with a coherent integrated approach.

4 Project Delivery

Responsible for:

- Specifically ensuring the system architecture of the Dynamics system is able to replace the SIMS system and drive improvements in efficiency
- Developing the IT portfolio of projects so that it aligns with College and departmental strategy.
- Ensuring that all change is approved according to the IT Steering Group's Terms of Reference and IT Department procedures.
- Ensuring that the papers for the Systems Change Board are circulated on time and that business cases presented contain all of the information required for the board to make decisions.
- Ensuring that the management of IT projects comply with departmental procedures and are effectively resourced.
- Ensuring that project progress, benefits, risks and issues are correctly managed and reported.

5 Thought Leadership

Responsible for:

- Acting in an advisory role with regards the adoption of technology to give business benefit and efficiency.
- Investigating new technologies and developing strategies for deployment when cost effective and appropriate.

6 General

- The post-holder is expected to represent the College in a professional manner in relation to his or her responsibilities and in ensuring their own continuing professional development.
- Undertake such duties appropriate to the grade, as required by the Director.

This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works.

The Royal College of Surgeons of England is an Equal Opportunities Employer.

All College employees are responsible for records held, created or used as part of their work for the College including patient/client, corporate and administrative records whether paper-based or electronic, which also includes emails. Records should be managed and stored appropriately and should in all cases comply with the requirements of the Data Protection Act 2018 and the General Data Protection Regulation. Employees should have read and understood the College's Data Protection Policy and Records Management Policy and should follow all agreed records management and data protection procedures, seeking advice where necessary.

PERSON SPECIFICATION

POST:

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education/Qualifications <ul style="list-style-type: none"> ▪ IT Degree or significant relevant experience 	Education/Qualifications <ul style="list-style-type: none"> ▪
Experience/Knowledge <ul style="list-style-type: none"> ▪ IT Strategy definition ▪ IT Leadership experience at senior manager or director level. ▪ Evidence of effective preparation and management of large operational and capital budgets. ▪ Evidence of delivery of large change programmes to budget and plan. ▪ Robust supplier management experience ▪ Experience of leading large departments ▪ Experience of contract negotiation ▪ Staff performance management ▪ Driving the adoption of new processes and procedures ▪ Broad IT knowledge ▪ Presentation to Board level ▪ Effective problem management and resolution ▪ Crisis management 	Experience/Knowledge <ul style="list-style-type: none"> ▪ Departmental restructuring ▪ Multi sector experience ▪ Broad IT experience in a variety of disciplines
Skills <ul style="list-style-type: none"> ▪ Project and programme management ▪ Agile Project Management ▪ ITIL Service Management ▪ Software development ▪ Good presentation skills ▪ Development of business cases 	Skills <ul style="list-style-type: none"> ▪ Prince2

<ul style="list-style-type: none"> ▪ Effective communication of technical subject matter to a non-technical audience. ▪ Good verbal and written communication 	
---	--

The post holder will also need to demonstrate the following **values and behaviours**:

<p>Diversity - we value <i>diversity</i> and treat each other with respect.</p>
<ul style="list-style-type: none"> • I lead my team well; they know they are valued, respected and trusted • I motivate, inspire and encourage each person in my team • I empower my team and trust them to deliver great results • I create an inclusive environment where everyone can deliver their best • I build teams whose diverse strengths complement one another • I listen effectively and treat each person as an individual

<p>Improvement - we seek continuous <i>improvement</i>, and improvement requires change.</p>
<ul style="list-style-type: none"> • I deliver strategic change and evaluate the impact of it • I challenge established views and processes to improve our service • I anticipate trends in the sector and adapt my strategy accordingly • I encourage my team to innovate and present ideas to improve our service. • I present a clear case for change which people understand • I help people adapt to change and to continuously improve

<p>Responsibility – we take personal <i>responsibility</i> for all we do.</p>
<ul style="list-style-type: none"> • I develop a clear, long term strategy to deliver the college priorities • I deliver what I say I will deliver and ensure my team do the same • I take strategic decisions and hold myself accountable for them • I set stretching performance and behaviour standards for myself and my team • I build a culture of trust for the benefit of staff, the college and decision making bodies • I anticipate internal and external customer needs and deliver solutions to address them

I develop
I deliver
I take str

<p>Collaborative – we are collaborative, both across the College and with our stakeholders across the world.</p>
<ul style="list-style-type: none"> • I communicate a compelling vision, strategy and direction for the college and our department • I build positive relationships with all my stakeholders • I encourage participative decision making and delegate decision making to the appropriate level • I inspire staff to work together to deliver exceptional performance • I challenge behaviours which are inconsistent with college values • I always work for the greater good of the college

• I co
dep
• I bu
• I en
app
• I ins
• I ch
• I alv

<p>Prudent - we are <i>prudent</i> in our use of resources.</p>
<ul style="list-style-type: none"> • I lead my team to deliver excellent customer service with the resources available • I use my influence to overcome barriers to delivery • I anticipate complex risk and legislative changes and ensure there is no negative impact on the college

- I take tough decisions and prioritise the key projects effectively
- I tackle underperformance in my team quickly
- I improve efficiency by regularly reviewing the use of resources

Professional development - *we are committed to personal **professional development** that benefits the individual and the College.*

- I identify opportunities for my personal and professional development
- I coach and develop others to build their knowledge and expertise
- I provide regular and balanced feedback to improve performance
- I identify and develop talent within the College
- I lead with confidence and integrity
- I ask for regular and honest feedback from my manager, peers and team and learn from what is said

The appointment is subject to proof of the attainment of any qualifications deemed essential to the post and used as a basis for shortlisting and selection. Failure to provide evidence of the required qualifications will result in the offer of employment being withdrawn.

The Royal College of Surgeons of England is an Equal Opportunities Employer.

July 2020