JOB DESCRIPTION

Job Title:	Head of IT (Information Technology)	**Grade:**	10-11 (NJC 45-52)
Area/Section:	Central Team	**Salary:**	£53,500 - £61,500
Date Prepared:	May 2024	**Hours:**	37 hours per week
Reporting to:	Director of People and Operations	**Contract:**	All year round
Direct reports:	Data Manager, Network Managers and IT Technicans		

Role Summary

As the Head of IT, you will lead on the design, development and implementation of the IT strategy and manage the IT Services function, infrastructure, and technical operations. A key member of the Trust Central Team, as the Head of IT, you will help to deliver an outstanding service to staff, students, and the Central Team.

Role Purpose

To develop and implement a comprehensive, forward looking IT strategy that aligns with the trust's vision and objectives, ensuring the effective use of technology to support teaching, learning and operational excellence across all the academies.

To deliver innovative, effective, and efficient IT systems and applications that enhances learning and ensures effective management and administration. This will include the development of all systems and infrastructure across the Trust.

The Head of IT will be responsible for the management and deployment of the Trust's IT budget, as well as for the professional development and growth of their team to meet the changing demands of the Trust.

Key Responsibilities and Accountabilities

Strategy

- Conduct a thorough assessment of the trust's current IT landscape, identifying strengths, weaknesses, opportunities, and threats, to inform the development of a robust, multi-year IT strategy.
- Develop a comprehensive IT strategy that addresses areas such as infrastructure modernisation, system integration, data management, cybersecurity, emerging technologies, and professional development, with clear goals, timelines, and performance metrics.
- Present and communicate the IT strategy to various stakeholders, gaining buy-in and support for its implementation across the trust.
- Regularly review and update the IT strategy to ensure it remains relevant and responsive to changes in the educational landscape, technological advancements, and the trust's evolving needs

Line Management and relationships
- Directly manage and provide leadership to the IT team, including roles such as Data Manager, Network Manager, IT Support Technicians etc. Responsible for setting objectives, conducting performance reviews and ensuring professional opportunities for direct reports.
- Build effective relationships with internal stakeholders (e.g. school leadership, teachers, staff) to understand their needs and ensure alignment between IT initiatives and educational objectives.
- Liaise with external bodies, contractors, and service providers in the provision of an effective and efficient IT service.

IT Infrastructure
- Project manage the development of all systems and infrastructure across the Trust including information and communication technology, networks, computer systems and VOIP telephony systems.
- Continuously review IT Infrastructure, making recommendations for the capacity improvements of local IT systems in support of ongoing business operations and future requirements.
- Ensure that work and projects are delivered within agreed budgets.
- Ensure that the Trust meets legal and contractual obligations relating to IT resources, systems, services, and usage, complying with legislative requirements (e.g. data protection, safeguarding and licensing requirements).
- Accountable for the provision of all IT infrastructure systems and support services; servers, LAN, telecommunications, remote access, and desktop support.

IT Security
- Ensure that robust security measures are in place including conducting risk assessments and developing incident response plans to protect the Trust's IT assets and data.
- Ensure that the Trust's networks are secure, with appropriate systems and safeguards in place which meet sector expectations and best practice.
- Manage troubleshooting, system backup, disaster recovery and provide expert support when necessary.
- Coordinate data management, data control and data protection in relation to IT systems and services.
- Ensure that there is an effective and up to date Disaster Recovery Plan for all IT services, ensuring robust backup and failover procedures.

IT Support
- Have oversight of the maintenance of up-to-date accurate IT systems and process documentation.
- Have oversight of the maintenance of accurate asset registers of physical and digital IT assets.
- Responsible for the provision of additional desktop support and a technical point of escalation for all unresolved local IT issues.
- Have oversight of the provision of server and network support for locally hosted systems.
- Responsible for software updates across the whole Trust infrastructure.
- Ensure 24/7 availability and direct infrastructure support for locally hosted systems.
- Maintain an awareness of student and staff requirements to provide support and guidance to assist users, helping them to make the most of the provision and ensuring that their IT requirements are met.

- Manage and provide a programme of both IT and AV (Audio Visual) training to staff, including provision of documentation and user guides.
- Procure, develop, and maintain communication systems including email, VOIP, internet and website, ensuring innovative, effective, and practical solutions whilst obtaining best value.
- Undertake project management, procurement, and planning for IT activities.

General Responsibilities

- Follow all Trust policies and procedures relating to legislative and statutory requirements, including on Health and Safety and Safeguarding, including those required by Company, Education and Charity law, Data Protection, and funding agreements.
- To participate in performance and development review process, taking personal responsibility for identification of learning, development, and training opportunities in discussion with the line manager.
- To be aware of and support difference and ensure equal opportunities for all.
- To attend meetings within the Trust and external events as required.
- To maintain constructive relationships and communicate with other agencies, professionals, parents, and students.
- To recognise own strengths and areas of expertise and use these to support others.
- To maintain confidentiality always in respect of Trust-related matters and to prevent disclosure of confidential and sensitive information.
- Promote a safe and healthy environment for students, staff, and visitors.
- Other duties commensurate with the grade of the post as directed by the Trust CFOO.

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Trust and Academies are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various workplaces in the Trust.