Job Description

Job Title:	**Head of Systems**
Reporting to:	**Director of ICT & Systems**
Working with:	**Principals**
	ESLT
	SBM's
	Heads of Departments
	Trust Directors
	Director of College Operation
	College SLT
	Safeguarding Leads
	Data Protection & Compliance
	Colleagues
Direct Reports:	**System Team (4 direct reports)**
Responsible for:	**Trust-wide business systems strategy, governance and assurance; systems portfolio optimisation and integration; data strategy and reporting/analytics enablement; supplier and commercial governance for systems and applications.**

Functional Links:

The Head of Systems will work closely with Principals, ESLT, Directors & Heads of Business & Learning Support.

The Head of Systems will manage and maintain key critical relationships with School Business Managers/Director of College Operations and College SLT.

The Head of Systems will be the contract lead for all Trust Systems, application contracts and out-sourced contracts and work closely with the Head of Procurement to ensure effective negotiation on contract terms and delivery outcomes.

The Head of Systems will engage with and support internal and external end- users being learners, Trustees and staff groups.

Reporting Relationships:
The Head of Systems will support the Director of ICT and deputise where necessary . The postholder will attend meetings and where required provide updates and advice to ESLT meetings and attend SBM Networking, Central Teams Meetings and/or Principals Away Days as required.
The postholder will contribute to governance reporting (including ESLT, Audit & Risk and/or

Data Governance forums) where necessary.

Main Purpose:

Head of Systems leads the strategic development, governance, and integration of Trust-wide business and education systems, ensuring alignment with organisational priorities and operational efficiency and digital transformation. The postholder makes high-level decisions on system architecture, data governance, integration approach and compliance frameworks that directly impact organisational performance, safeguarding obligations, and statutory reporting.

This role oversees systems portfolio governance, reporting/analytics enablement, compliance assurance, user experience and

innovation across multiple platforms, determining strategies that mitigate risk, optimise resources and enable future readiness.

The postholder leads a systems team and holds suppliers to account for performance, reliability, security and value for money.

Scope & Accountability:

Trust-wide accountability for systems governance and performance supporting circa 6,000 users

System coverage spans 13 schools and 1 college across 34 managed sites and 6 unmanaged sites. For unmanaged sites, the role remains accountable for systems access governance, Trust data quality expectations, reporting needs, security policy enforcement and incident/escalation coordination where Trust systems are used.

Leads a Systems Team of 4 direct reports, responsible for systems administration, configuration governance, reporting support, data quality activity, integrations coordination and user enablement.

Oversees a portfolio of approximately 15 core Trust systems and associated integrations and reporting outputs.

Commercial accountability for Trust-wide systems/software licensing and renewals circa £800k per annum, ensuring value for money, compliance and continuity of service.

Accountable for systems governance and assurance including integration standards, data protection expectations, statutory compliance and safeguarding assurance for systems handling sensitive data.

Acts as system owner/lead for GDPR/DPIAs, data quality ownership, Information Asset Owner (IAO) support and safeguarding system assurance for systems within the portfolio.

Systems Portfolio (Core Systems in Scope – indicative):
MIS: Arbor
HR/Payroll: iTrent
Finance: Sage Intacct
Safeguarding: CPOMS
Identity/SSO and integrations: Entra ID / SSO (and associated integration approaches where applicable)

Data and reporting: Power BI and data warehouse (and related reporting/data pipelines where applicable)

Key Responsibilities

Strategic Leadership & Digital Systems Roadmap

Lead on and deliver a Trust-wide digital systems strategy aligned with educational and operational objectives.

Create, manage and maintain a Trust digital systems roadmap, identifying common needs across the Trust and developing robust process and procedures to implement the roadmap.

Lead system onboarding, integration, rationalisation, and future-readiness initiatives balancing cost, risk and long term scalability.

To serve as champion and advisor for business systems within the organisation by developing, testing and advocating processes that create a more efficient and comfortable work environment and by matching teams with emerging technologies (eg. AI, automation, predictive analytics to support their goals

Evaluate and approve system integration and rationalisation initiatives, balancing cost, risk, and long-term scalability

Promote accessibility, inclusion, and sustainability in systems design, configuration and usage

Systems Governance, Standards & Compliance Assurance

Lead, develop and implement system governance frameworks, policies, and standards and operating procedures.

Ensure systems are compliant with statutory, regulatory, and safeguarding requirements and aligned with Trust policies.

Act as system owner/lead for GDPR/DPIAs and ensure appropriate data protection controls and audit evidence are maintained.

Set and assure standards for configuration management, change control, access governance, information retention, and evidence packs required for compliance and audit.

Collaborate with ICT colleagues and external partners/suppliers to ensure security by design and appropriate operational controls (including access control, monitoring expectations and supplier assurance).

Make decisions that ensure compliance with statutory and safeguarding requirements, recognising consequences for organisational reputation and legal obligations.

Lead cybersecurity and risk mitigation strategies in collaboration with ICT and external partners

Data Strategy, Quality Reporting & Intelligence Enablement

Create and lead a Trust data strategy for systems, including processes and procedures to implement data governance and quality management across the portfolio.
Act as data quality owner for systems in scope, establishing data definitions, standards and controls to support reliable reporting, statutory returns and management information.

Oversee reporting and analytics development in collaboration with stakeholders, ensuring clarity of requirements, data integrity and consistency of reporting outputs across Trust and school/college needs.

Establish KPIs and impact measures for systems performance, data quality and user satisfaction.

Support and advise senior colleagues in data reporting and analytics to develop organisational insight and decision-making capability.

Enable delivery of advanced analytics and predictive insights where appropriate and beneficial.

System Portfolio Management, Integration & Optimisation

Ensure Trust systems are secure, fit for purpose, resilient and optimised for user experience and operational efficiency.

Monitor and improve system utilisation across the Trust, identifying opportunities to standardise processes, reduce duplication and simplify the systems landscape.

To review, analyse and recommend new IT systems, processes and procedures that offer value for money and/or significant benefit to the Trust, while also aligning with the overall ICT strategy

Lead systems integration and interoperability activity (where applicable), ensuring coherent architecture, appropriate controls and maintainable support arrangements.

Oversee maintenance and future upgrades by coordinating with internal stakeholders, ICT colleagues and external suppliers.

Support change management and user adoption of new technologies

Vendor Contract & Commercial Management

Contract lead/owner for outsourced systems and services; accountable for supplier performance, service improvement planning, renewal planning and commercial risk management to maintain continuity and value for money.

Owned manage service contracts, licensing, warranties, and renewals and renegotiations in collaboration with Procurement

Exercise commercial judgement in contract negotiations and vendor performance management to optimise cost and service quality and risk exposure.

Maintain strong relationships with vendors and service providers, ensuring strong platforms for trust reporting KPI's and operational delivery.

User Enablement, Change Management & Adoption

Lead and support user training, documentation and best practices to improve adoption, reduce avoidable support demand and improve data quality and consistency.

Support change management and user adoption of new technologies and system changes, ensuring impacts are understood and benefits are realised across diverse stakeholder groups.

Engage with Principals, College SLT, SBMs/Operations leads, Heads of Department and central services to ensure systems solutions meet operational and strategic needs.

Leadership & Team Development

Lead, develop, and support the systems team (4 direct reports), fostering a culture of service excellence and continuous improvement

Implement professional development pathways and succession planning to build sustainable capability and resilience.

Set clear objectives, priorities and performance expectations, ensuring effective workload allocation and delivery across the portfolio.

Represent the Trust in external forums and partnerships related to systems and data strategy and digital enablement as required.

Collaboration & Stakeholder Engagement

Leading and training school staff, site teams, and central services to ensure OHCAT Systems solutions meet operational and strategic needs.

Deliver user training, documentation, and promote best practices in system usage.

Support change management and user adoption of new technologies.

To oversee maintenance and future upgrades by coordinating with various internal and external stakeholders

Decision-Making & Delegated Authority:

Approves/declines operational systems changes and configuration decisions within agreed governance and delegated authority, ensuring appropriate risk assessment and stakeholder impact consideration.

Determines systems integration, data governance and reporting approaches that balance cost, risk, safeguarding considerations and long-term maintainability.

Sets and enforces standards for access governance, data quality expectations and system usage across the Trust; escalates exceptions and material risks with documented mitigations/options.

Holds suppliers to account for delivery and service performance, initiating escalations and

agreeing service improvement plans and contractual remedies in line with contract terms and Trust governance.

Approves operational procurement/spend within delegated limits and agreed budgets; recommends strategic investments and business cases to the Director/ESLT where required.

Acts as system owner/lead for GDPR/DPIAs and supports Information Asset Owner (IAO) responsibilities by ensuring system-level controls, evidence and data handling standards are defined, implemented and monitored.

Provides safeguarding system assurance for systems in scope (e.g., CPOMS), ensuring appropriate access controls, data handling, and operational controls are maintained.

Person Specification

Qualifications	Relevant degree or professional qualification in IT, systems management, or related field
Experience and Skills	**Essential:** Proven experience in systems leadership within education, public sector, or similar environment Strong understanding of system integration, data governance, and compliance Expert knowledge of enterprise-level system architecture, data governance, and risk management Ability to interpret complex data sets and translate insights into strategic actions for senior leadership. Advanced skills in contract negotiation, vendor management, and cost optimisation. Proficiency in project governance, change management, and digital transformation methodologies. Experience managing cross-functional teams and projects Excellent communication, stakeholder engagement and problem solving skills Strategic thinker with hands-on technical knowledge

	Familiarity with Power BI, SaaS platforms, and cloud-based systems Ability to influence and lead change across diverse teams Willingness to travel across Trust sites. **Desirable:** Experience in education or multi-site organisations. Experience with SEND-focused systems and inclusive technologies
Personal Qualities	An individual with strong collaborative leadership skills A 'people person', the Head of Systems will be outward facing and working with team members across different functions and levels of responsibility A leader that develops, grows and supports people A commitment to SEND and who believes in the transformative power of education Sound judgement, decision making, and commercially astute Ability to promote the safeguarding and well-being of all learners Ability to promote equality and diversity, recognise and actively challenge stereotyping, prejudice and discrimination