

Job Description

Role:	TLT IT & Communications Strategy Lead
Responsible to:	Exec Team
Responsible for:	TLT Head of IT
Based at:	One of the schools within Tove Learning Trust
Hours:	37 hours per week, 52 weeks per year
Grade:	Grade L to M, points 37 to 47
Salary	£45,441 to £55,826 fte

Job Context

As at May 2024, the trust consists of fourteen academies across Northamptonshire, Buckinghamshire and the West Midlands following a period of rapid growth. Each school that has joined has a different IT system and way of working. This role will take the strategic lead on the direction and management of the IT provision, connectivity, IT service delivery and communications across the Trust. Working closely with the Head of IT the aim is to maximise efficiency and performance, achieving best value and aligning the systems in order to ensure the best user experience possible.

Key Responsibilities

- **IT Strategy & planning** – Refine and develop the trust’s IT Strategy with the Executive Team to deliver the vision of the CEO in the development of new systems to ensure the trust makes the best use of new technologies. Bring to fruition the drive for a robust, stable and effective central communications hub that serves all stakeholders effectively.
- **Leadership & service delivery** - Demonstrate strong and purposeful leadership of the central IT team, leading by example to deliver a high quality, continuous and effective IT provision. Develop the service level agreement to ensure that it suits all needs and eventualities, particularly in the classroom and delivery of teaching and learning.
- **Communication with stakeholders** – Provide regular, clear and useful updates for a range of stakeholders including Trustees, Trust Executive, relevant central team members, Headteachers and School Business Managers. Manage and prioritise the individual requests and needs of each group whilst providing strategic leadership with a clear focus on delivering the IT Strategy.
- **Best Value & customer service** – Clear and strong project management with fully scoped designs, costs, timelines and delivery outcomes. Careful budgetary control and management of timescales with effective communication to all stakeholders. Provide a clear and accurate forecast of associated costs in delivering the IT Strategy. Create sound relationships and secure best value in third-party vendors and contracts.
- **Security and Compliance** – Support the Head of IT in ensuring IT operations adhere to regulatory requirements and internal policies. Receive reports on the security of all trust IT systems ensuring their safety and effectiveness, their data integrity and protection from external attack. Communicate current issues and actions for the Trust Executive and Trustees to consider.

Job Description

IT Strategy and planning

- 1) Take the lead and consult on the IT Strategic plan that will deliver the trusts long term IT objectives and secure the improvement of provision across the trust.
- 2) Provide clear and accurate project plans and updates, challenging all concerned parties to ensure timely and financially sound delivery of the IT Strategy.
- 3) Work with the Head of IT to plan for major developments of the IT service provision and project manage their implementation. Provide the technical expertise and advice to support the CEO and Head of IT in the development of trust wide systems and infrastructure.
- 4) Take responsibility for the evaluation and monitoring of the IT Strategic plan to ensure continuous improvement, especially in the focus areas. Share findings with relevant stakeholders and offer solutions to improve or speed up progress where appropriate.
- 5) Devise, establish and enforce the IT policies and systems across the trust to support progress against the objectives and deliver on teaching and learning strategies, safeguarding requirements and health and safety established by senior leaders.
- 6) Where opportunities exist, seek external funding to advance innovation in IT.
- 7) Lead the Head of IT to develop standard operating procedures allied to best practice, and ensure written protocols and guidelines are provided for staff and all end-users. Challenge individuals and support schools if these are not fully implemented.

Leadership & service delivery

- 8) Take the lead in promoting innovation in IT, by keeping up-to-date with the most recent technologies and working with senior leaders in schools. Advise the Exec team on how new technological solutions and their implementation will support the teaching and learning needs of the trust and individual academies.
- 9) Lead the implementation of a robust change management practice to ensure integrity in all the trust IT systems. Challenge and support the Head of IT and all IT staff to ensure the practice is followed without exception.
- 10) Cultivate a strong working relationship with the Head of IT and individual IT Services Managers to foster good working relations and a spirit of collaboration.
- 11) Design and implement a comprehensive approach to developing all IT staff. Research and implement a valuable CPD programme, taking account, need, budgets and alignment with the IT Strategy.
- 12) Lead the continuing professional development of the Head of IT. Providing effective coaching and professional development in response to arising needs and in full alignment with the IT Strategy and Cultivating Excellence policy.
- 13) Analyse information gained from the central helpdesk in order to support and challenge all IT staff to provide effective and efficient support to staff and pupils.
- 14) Analyse trends and common faults in order to refine the trust's IT service and provide a smooth and regular service with no disruption.
- 15) Design, develop and implement a minimum service level agreement and share with all stakeholders. Monitor its use and challenge and support all relevant parties to ensure its adherence.

Communications

- 16) Ensure effective project management for each phase of development, communicating as required with all relevant parties in an appropriate way.
- 17) Work with the CFO, School Business Managers, Headteachers and the Head of IT to ensure each individual academy maintains a technical life cycle strategy, including the planning of new and enhanced services and the retirement of old services whilst developing systems to ensure the trust makes best use of new technologies.
- 18) Conduct IT due diligence on Academies/Schools wishing to join the trust. Direct the work of the Head of IT and relevant staff to ensure any remedial works are completed in time for transfer.
- 19) Plan ahead and communicate effectively to prevent any disruption to service or quality of delivery. Support the Head of IT to harness the combined expertise of the TLT IT Teams to implement and deliver the required outcomes.

Best value

- 20) Liaise with the CFO and CEO on potential risks and costs as a result of due diligence activities. Provide regular, clear and accurate updates and assessments of new schools up to and beyond transfer.
- 21) Design and submit proposals to the CEO for change to the trust's IT infrastructure and supporting equipment; liaising with consultants on specifications as appropriate.
- 22) Advise and support the Head of IT in the procurement of equipment and services, contracts and out-sourced IT arrangements ensuring value for money and effective operation.
- 23) Develop reporting systems to monitor and review key performance indicators including broadband speed & capacity, recovery events, website traffic etc. that can be presented to the CEO, Trustees and the Executive Team to inform decision making.
- 24) Follow effective procurement routes and comply with the TLT Tendering & procurement policy at all times.

Security and compliance

- 25) Work with the Head of IT to ensure the trust wide systems for data back-up procedures are in place and are tested regularly including arrangements for disaster recovery processes.
- 26) Work with the Head of IT and Director of Safeguarding to ensure the trust wide systems for cyber security, filtering and monitoring are compliant with the latest legal and safeguarding requirements. Provide advice and guidance where necessary to develop policy and practices in line with the latest developments in the IT industry.
- 27) Oversee the audits and reviews undertaken across all schools to ensure adoption of Business Continuity Plans (BCP's) and support the Head of IT to cascade responsibilities to school based IT Teams whilst maintaining overall control.
- 28) Quality assure the work of the Head of IT in carrying out all audits related to compliance, security and safeguarding. Analyse findings from the audits to identify trends and emerging risks and communicate these to the Exec team, Trustees and schools.
- 29) Ensure regular checks are made on any outstanding issues found as a result of these audits. Provide challenge and support to all stakeholders to ensure all schools take swift action to address any shortfalls.

Tove Learning Trust expects its employees to work flexibly within the framework of the job description. This means the post holder may be expected to carry out work that is not specified in the job description but which is within the remit of the role, duties and responsibilities.

Tove Learning Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff & visitors to share this commitment.