

Job Description

Job Title	Head of IT and Digital Services
Salary Range	Management Spine, Points 4-9 £44,799 - £51,139 per annum depending on qualifications and experience
Programme Area	IT and Digital Services
Hours per Week	37
Terms of Employment	Permanent Full year Management Contract
Annual Leave Entitlement	37* Days plus Bank Holidays and College Closure Days
Responsible to	Vice Principal - Finance and Resources

*2 days to be taken on identified dates during the Christmas closure period as notified on the College Calendar

Job Purpose:

- To provide strategic and operational leadership for the College's IT and digital services, ensuring that secure, resilient, accessible and cost-effective technology supports high-quality teaching, learning, assessment, business operations and the learner experience. The postholder will develop and implement the College's IT and Digital Strategy and provide specialist advice on digital investment, cyber security, information governance, service improvement and emerging technology

Key Tasks / Responsibilities:

- Take the lead in the strategic planning of IT and Knowledge of the DfE digital and technology standards for schools and colleges digital services and resources, providing advice to senior management on digital priorities, risks, investment, innovation and service development.
- Develop, implement and review the College's IT and Digital Strategy, ensuring alignment with the College Strategic Plan, curriculum priorities, and relevant Department for Education digital and technology standards.
- Ensure digital systems, learning technologies and assistive technologies support equitable access for learners with SEND, EHCPs, high needs and additional vulnerabilities.
- Provide direct line management for the IT and Digital Services Team, including recruitment, induction, objective setting, professional development, performance management, succession planning and the prioritisation of workloads and projects.
- Act as the College's operational lead for cyber security, maintaining proportionate technical and organisational controls to protect systems, users and data from loss, damage, unauthorised access and disruption.
- Manage the day-to-day delivery of IT support services, ensuring that incidents and service requests are handled promptly, professionally and in accordance with agreed priorities and service standards.
- Establish appropriate service management arrangements, performance measures and reporting so that service quality, user satisfaction, recurring issues, risks and improvement actions are understood and acted upon.

8. Lead the management, maintenance and development of the College's networks, servers, cloud services, Microsoft 365 environment, telecommunications, wireless infrastructure, end-user devices, audio-visual technology and related systems.
9. Ensure effective identity and access management, including secure account creation, amendment and removal, privileged access controls, multi-factor authentication and periodic access reviews.
10. Maintain and test cyber incident response, IT disaster recovery and business continuity arrangements, coordinating the technical response to significant incidents and supporting lessons learned and improvement activity.
11. Oversee vulnerability management, system patching, endpoint protection, secure configuration, monitoring, backup and recovery arrangements, ensuring that restoration procedures are regularly tested and documented.
12. Lead the implementation and maintenance of the College's filtering and monitoring systems to ensure learners are protected from harmful, inappropriate material in accordance with Keeping Children Safe in Education.
13. Develop, review and maintain IT-related policies, standards, procedures, asset records, configuration information, risk assessments and technical documentation
14. Work closely with the Data Protection Officer and relevant managers to support compliance with UK data protection legislation, records management requirements and information security obligations.
15. Lead the technical management and integration of key College systems, including student records, finance, HR, payroll, learning platforms and other business-critical applications, working collaboratively with system owners
16. Identify and deliver opportunities for digital transformation, automation and process improvement, including the responsible and secure use of artificial intelligence and other emerging technologies.
17. Work with curriculum and support teams to improve the effective use of digital technology in teaching, learning, assessment and business operations, and arrange or deliver appropriate user guidance and training.
18. Plan and manage the IT and digital services budget, advising the Vice Principal- Finance and Resources on lifecycle replacement, investment priorities, affordability, value for money and whole-life costs.
19. Lead or support the procurement of IT hardware, software, licences, connectivity and services in accordance with College procedures, managing suppliers, contracts, service levels, renewals and performance.
20. Develop business cases, option appraisals, project plans and implementation arrangements for significant technology investments and ensure that projects are delivered with appropriate governance, communication, testing and benefits review.
21. Plan and communicate maintenance, upgrades, changes, outages and faults, minimising disruption to teaching, learning and College operations.
22. Provide clear reports and assurance to senior leaders and relevant governance committees on service performance, cyber risk, compliance, major incidents, projects, investment requirements and the delivery of the IT and Digital Strategy.
23. Maintain professional awareness of developments in technology, cyber security and the further education sector and ensure that the College responds appropriately to changing risks and opportunities.
24. Participate in planned out-of-hours maintenance and provide reasonable support for significant incidents or exceptional operational requirements
25. Undertake any other duties commensurate with the grade and responsibilities of the post

College Responsibilities:

- Contribute to the quality improvement process;
- Work within health and safety guidelines and be aware of your responsibilities for health and safety;
- Adhere to College policies and procedures;
- Promote and safeguard the welfare of young persons and vulnerable adults;
- Value diversity and promote equality and diversity;
- Undertake professional development to ensure skills and qualifications are up to date;
- Participate in meetings and events as required.
- Work co-operatively with colleagues and show commitment to the College and its mission;
- Adhere to College Values: **Collaborative; Inclusive; Aspirational**

Disclosure & Barring Service: **This post is subject to an enhanced DBS criminal check.**

Person Specification

Attributes	Essential	Desirable	Measured by
Experience	Substantial experience of delivering and managing a comprehensive IT service in a complex organisation. Experience of managing networks, cloud services, end-user computing and business-critical systems. Proven people management and team leadership experience. Experience of leading complex IT projects, service improvement and organisational change. Experience of budget management, procurement, supplier management and contract monitoring. Experience of cybersecurity, incident management, disaster recovery and business continuity.	Experience of IT service delivery within further education or a comparable education environment. Experience of supporting digital learning technologies and student information systems; Experience of reporting senior leadership or governance committees.	Application form and interview
Qualifications	Degree, higher-level qualification or equivalent professional experience in information technology, computer science or a related discipline. GCSE English and Maths at Grade 4/C or above, or equivalent.	Management or leadership qualification. Relevant professional certification in IT service management, cloud technology, cyber security or project management	Application form and certification
Skills / Abilities	Strong technical knowledge of modern network infrastructure, cloud services, Microsoft 365, identity and access management, end point management, cybersecurity, back up and recovery. Ability to develop and implement IT strategy, policies, standards, roadmaps and service improvement plans. Knowledge of data protection, information security, online safety and filtering and monitoring requirements; Excellent leadership, communication stakeholder management and problem solving skills; Ability to manage competing priorities, budgets, projects, suppliers and operational incidents. Ability to translate technical issues into clear advice, options and recommendations for non-technical	Knowledge of ITIL or comparable service management practice; Knowledge of the DfE digital and technology standards for schools and colleges; Knowledge of Cyber Essentials and relevant security frameworks Knowledge of Power Platform, automation, artificial intelligence governance and education technology	Application form, skills assessment and interview

	audiences. Commitment to customer-focused, accessible and inclusive digital services		
Personal	Proven organisational skills and attention to detail; Ability to remain effective under pressure and respond calmly to significant incidents; Reliable, flexible and accountable approach to work; Strong interpersonal skills and the ability to work effectively with internal and external stakeholders at all levels; Commitment to safeguarding, equality, diversity and inclusion; Suitability to work with children, young people and adults at risk; Willingness to undertake planned out of hours work and respond to exceptional circumstances when required.		Application form, skills assessment and interview



Lancaster &
Morecambe
College

Celebrating 200 Years of Learning

Our Values



Collaborative

Agreed behaviours

- Work together to maximise opportunities
- Build strong and productive relationships
- Support each other to achieve shared goals
- Communicate in an honest and trustworthy manner
- Learn from each other



Inclusive

Agreed behaviours

- Listen and value the views of others, demonstrating mutual respect and empathy
- Create a welcoming, safe and supportive environment
- Promote a sense of community, belonging and pride in place
- Champion equality, diversity and opportunity for all



Aspirational

Agreed behaviours

- Lead by example, role modelling high standards
- Celebrate progress and achievement
- Take responsibility and be accountable
- Embrace new challenges confidently
- Continually strive to improve