



JOB DESCRIPTION

JOB DETAILS

Job Title: Director of ICT

Accountable to: Chief Financial Officer

JOB PURPOSE

To strategically lead ICT across the Trust including management of the Trust's IT support team in the operational delivery of the Trust's IT strategy, for the benefit of students, staff and all other stakeholders.

To be part of the Trust's leadership team.

KEY RESULT AREAS

Strategic Planning and Leadership

The Director of ICT Services Manager will be accountable for developing and implementing an ICT strategy that serves the Trust's current needs and supports its future development.

- High-level strategic planning and operational delivery for ICT service delivery and strategic direction, with continuous review to meet evolving and emerging ICT needs. Delivering change initiatives, capital projects, contract negotiations and consistency across the Trust.
- Develop and project-manage ICT strategically across the Trust to achieve a safe and efficient ICT environment for staff and students.
- Develop, direct and be responsible for the creation and implementation of ICT strategy and vision, translating this into actionable goals that link and align with Trust priorities, ensuring a positive impact on curriculum, teaching and learning.
- Work collaboratively with the Executive Team, Headteachers, central colleagues and other managers to understand their technology requirements and develop and deliver ICT solutions that enhance Trust performance.
- Define, lead and manage agreed service levels.
- Lead and/or contribute to the trust's business planning and risk management exercises, including taking action to mitigate risks where necessary, such as cyber-security risks and Keeping Children Safe in Education.
- Support the development of the trust's disaster recovery and business continuity plans, advising on issues related to ICT.
- Develop and implement a comprehensive cyber security strategy to protect the Trust's assets. Work with third parties to conduct a cyber security strategy to protect the Trust's assets. Work with third parties to conduct a cyber security audit as part of the ongoing commitment to safeguarding digital infrastructure and improving cyber resilience across schools. Identify potential risks, develop and implement mitigation strategies, and minimise negative impacts and document in the cyber risk register. Develop a cyber response plan including training and testing. Take responsibility for disaster recovery and back up procedures. Undertake a continuous review of cyber security planning to take

into account emerging threats. Identify the risks that are likely to adversely affect the delivery of ICT within the Trust. Evaluate these risks and implement actions to prevent or mitigate them.

- Ensure the Trust approach to ICT, digital and information management continually responds to the changing external landscape.
- Develop, implement and monitor relevant policies and procedures for the safe and effective use of ICT.
- Manage the full range of financial planning for ICT, through the identification, planning and costing of all future developments and upgrades to achieve best value for the Trust.
- Keep up to date on developments in technology for the education sector, alerting trust leaders to developments that could support the trust's work.
- Ensure AI initiatives align with the Trust's strategic goals and objectives, oversee AI related risks and provide technical leadership and guidance across AI initiatives.
- Develop and maintain strong relationships with relevant external organisations.
- Work with other trust leaders to develop and extend IT knowledge and capabilities across the organisations.
- Manage the trust's ICT Support team, taking responsibility for their professional development and growth of a team that supports the organisations needs.
- To play an active part in the overall strategic management of the trust, as a member of the central team.
- Responsible for ensuring the Trust's employees are educated about cyber security and compliance with ICT policies.
- Lead and manage the strategic and operational delivery of data protection and privacy compliance across the Trust, ensuring the Trust meets its statutory and regulatory obligations under the UK GDPR, Data Protection Act 2018 and associated legislation.
- Working with the Trust's external DPO and the relevant data protection authorities.

ICT resource and service management

The Director of ICT will be accountable for managing the trust's ICT resources, and for overseeing the delivery of a high-quality ICT support service.

- Develop (with the CFO) and manage the IT budget to ensure financial responsibility and identify ICT driven cost saving initiatives. Make efficient use of resources and ensure the ICT department effectively supports the overall goals of the Trust. Make effective use of school and IT budgets to ensure economies of scale and value for money.
- Project management of significant ICT programmes of change at school and Trust level ensuring they align with Trust strategic objectives.
- Develop and implement an asset management system for ICT resource, including maintaining an accurate inventory of equipment.
- Manage procurement processes for ICT resources, ensuring these achieve value for money, manage budgets, and achieve best value. Retain an understanding of the supplier's market, maintaining market knowledge. Manage relationships with ICT suppliers, fostering trust relationships with vendors to achieve better pricing and quality of services. Manage service level agreements and contract management by monitoring milestones, ensuring obligations are met, and stepping in quickly if issues arise. Ensure that negotiations are undertaken within the Trust's Financial Regulations.
- Manage the maintenance of ICT resources, including ensuring appropriate disposal of ICT assets when necessary.
- Manage health and safety issues related to ICT, including writing risk assessments and ensuring regular electrical testing.
- Take responsibility for the security of the trust's ICT systems.
- Work with the trust's Data Protection Officer to ensure that the trust's ICT systems reflect

appropriate data protection measures and good practice.

- Manage the trust's contracts and service level agreements for any outsourced ICT support and services, including ensuring that contracts achieve value for money and standards of service quality are high.
- Manage relationships with the trust's external suppliers and contractors
- Design, implement and monitor a system for responding to support requests (helpdesk), recording ICT casework information, and reporting on support requests to support continued improvement
- Ensure that legal and contractual obligations relating to ICT resources, software licensing, systems and services are met
- Provide systems for the effective management of software licensing

Development and maintenance of technical systems

- Oversight of systems and infrastructure at all sites. Ensuring smooth operation and reliability of the organisation's technology infrastructure. Overseeing the design, implementation and maintenance of systems, networks, servers and software. Ensuring optimal performance, scalability and security of the infrastructure (while staying updated with technological advancements). Identifying areas for improvement. Implementing strategies to enhance the organisation's overall technological capabilities.
- Ensure all trust ICT systems are fully operational at all times.
- Design, lead and implement the network infrastructure to meet the schools' requirements
- Advise on compatibility of hardware, applications and operating systems, according to user requirements
- Support the infrastructure that underpins the trust's Management Information Systems
- Manage the trust's telephone systems – landlines and mobile contract
- Manage the trust's printing contract
- Identify problems and ensure their prompt resolution, advising the CFO of issues, potential improvements and projected costs
- Ensure all current and planned web-based technologies remain fully operational
- Monitor and advise if changes are needed to the trust's security and back-up systems and plan recovery contingencies to enable an efficient return to service after any unforeseen system outages
- Maintain the trust's network security including antivirus protection and firewalls
- Monitor and manage the use of the Internet within the trust, including the monitoring and filtering arrangements
- Organise the relevant systems are upgraded out of normal business hours to ensure minimum downtime for staff during critical periods.

Developing the expertise of others

- Conduct training on appropriate use of ICT resources
- Produce reports, on request, for management purposes
- Advise colleagues on possible training activities
- Hold training sessions for both staff and end users on the trust's technology
- Undertake available training opportunities and demonstrate a commitment to continuous development

Staff Management

- Lead and manage the Trust's IT team to achieve high levels of performance, developing a culture of personal accountability, mutual challenge and support, recognising excellence and implementing strategies that address underperformance.

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Lead by example, fostering trust, respect and accountability among the IT team, creating a positive work environment where everyone feels motivated to contribute. Setting clear expectations for the team fostering a culture of accountability.

- Organise and monitor the workload of the ICT Support team to meet the trust's needs, including cover for absences and holidays by delegating tasks appropriately
- Promote high quality recruitment and retention of staff, effective deployment of the team and continuing professional development, in order to recruit, develop and retain outstanding staff.

VARIATION IN THE ROLE

Given the dynamic nature of the role and structure of TCAT, it must be accepted that, as the Trust's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the member of staff.

EQUALITY AND DIVERSITY

TCAT is committed to equality and diversity for all members of society. The trust will take action to discharge this responsibility but many of the actions will rely on individual staff members at the Trust embracing their responsibilities with such a commitment and ensuring a positive and collaborative approach to Equality and Diversity. This will require staff to support TCAT's initiatives on Equality and Diversity which will include embracing development and training designed to enhance practices and the experiences of staff, students and visitors to the trust with an all-inclusive approach that celebrates differences. Failure to embrace these commitments may lead to formal action.

If you as a member of staff identify how you or the academy trust can improve its practice on Equality and Diversity, please contact the Chief Operating Officer.

HEALTH AND SAFETY

All members of staff have a duty to maintain safe and clean conditions in their work area and co-operate with TCAT on matters of Health and Safety. This will include assisting with undertaking risk assessments and carrying out appropriate actions as required. Staff are required to refer to the Trust and safety policies in respect to their specific duties and responsibilities.

LEARNING & DEVELOPMENT

All staff are required to participate fully in TCAT Learning & Development programmes and have a responsibility to identify their own professional development needs in conjunction with their line manager.

COMMITMENT TO SAFEGUARDING VULNERABLE GROUPS

TCAT is committed to safeguarding and the prevent duty. Ensuring safeguarding arrangements to protect children, young people and vulnerable groups meet all statutory and other government requirements, promote their welfare and prevent radicalisation and extremism. TCAT expects all staff and volunteers to share this commitment.

