Job Title	Head of IT and Digital Services
Band	6
Group	Finance and Infrastructure Services
Responsible to	Finance Director
Responsible for	IT team

Organisational Context

QAA is the UK's independent quality body for higher education. Founded in 1997, we work with sector stakeholders and students across all four nations of the UK and build international partnerships to enhance and promote the reputation of UK higher education worldwide. Our vision is for world-leading and independently assured higher education.

QAA has changed to meet the evolving needs of a sector that has undergone reform across all nations of the UK. In 2018, the Secretary of State designated QAA as the body responsible for assessing quality and standards in England, and we work closely with the devolved administrations in Scotland, Wales and Northern Ireland. We launched a new membership offer to institutions in August 2019. The Head of IT role within QAA's Finance and Infrastructure Services team is critical to delivery of the Agency's vision and refreshed membership offer.

Role summary

Responsible for all information technology (IT) and digital delivery services and provisions across the Agency, leading IT strategy and driving optimum performance to ensure QAA has the technical capabilities and support needed to deliver growth. Responsible for ensuring effective operation of the IT team on a day-to-day basis including reviewing and monitoring service delivery requirements.

Main duties and responsibilities

- Responsible for leading the IT team, including developing and delivering annual work plans, ensuring that objectives and performance targets are met and defining roles and responsibilities.

- Provide strategic direction and lead, produce and drive the implementation of the IT strategy including investigating and implementing collaborative solutions, both with the in-house IT team and by managing the delivery of outsourced infrastructure

services with 3rd party organisations. Acting as escalation point for IT related incidents and issues.

- Lead, manage, motivate and develop the IT team.

- Develop and manage relationships between the team and users, ensuring a customer-focused ethos.

- Promote, lead and support optimising QAA business IT processes through the provision of appropriate IT and knowledge management products and services, ensuring the team are positioned to best support and advise on digital business change initiatives and operations.

- Oversight of the cloud infrastructure and database administration, providing cover for the Database and Cloud Manager when needed.

- Lead the development, implementation and monitoring of IT policies, procedures, guidance and web pages which meet the needs of the organisation and adheres to legislation.

- Ensure compliance with appropriate standards and service-level agreements for information security and business continuity including full compliance with IS027001.

- Management of relevant budgets and resources, including negotiation and agreement of contracts to specified levels and expenditure to third-party suppliers.

- Lead IT business continuity arrangements and be responsible for the recovery of QAA's information management systems in the event of a disaster.

- Provide specialist and expert support, guidance and advice to the Finance Director, senior management and QAA Board on all aspects of QAA's IT activity and information management services.

- Work closely with the Project Manager to plan, allocate and manage resource for organisation-wide projects, ensuring delivery of leading technology solutions.

Key contacts

- Colleagues across the organisation.
- Relevant external organisation and outsourced 3rd party organisations.
- Finance and Resources team members.
- Executive and Senior Leadership team members.

The job description sets out the main duties of the post at the date when it was drawn up. The duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence.

Person Specification

Attributes	Criteria	* How measured
Experience	• Significant experience of leading and managing an IT function and associated activities.	A, I
	• Experience of developing and implementing IT strategy, managing risk and disaster recovery plans.	A, I
	• Experience of successfully leading, managing and developing teams.	A, I
	• Experience of maintaining and developing a cloud environment.	A, I
	• Experience of database management.	A
	• Budgetary and planning experience, ensuring resources are deployed appropriately.	I
	• Strong track record of IT change management, including designing, implementing and delivering IT change.	A, I
Qualifications	• Industry standard IT certification or equivalent relevant experience.	A
Knowledge, skills and abilities	• Knowledge and understanding of current IT and information management technical possibilities and their organisational viability.	I
	• Ability to inspire motivate and influence colleagues at all levels, as well as the ability to deliver through others.	I
	• Ability to summarise complex technology problems and communicate key information and actions to stakeholders.	I
	• Excellent written and verbal communication skills.	A, I
	• Strong analytical and problem-solving skills, with a creative approach in seeking solutions.	A, I
	• Excellent organisational skills with the ability to manage workload to tight timescales while maintaining quality.	I
	• Sound judgement and effective decision making.	I
	• Ability to interpret and distil complex information.	I
	• Proven ability to deliver continuous improvement along with practical and implementable solutions.	A, I
	• Sensitivity and understanding of working in a customer and service-focused environment.	A, I
	• Ability to performance manage effectively to ensure accountability and responsibility.	A, I
	• Ability to manage own work in a structured and methodical way.	I
	• Ability to proactively manage teamwork, outputs and accountability through structured performance management.	A, I
Behaviours	• A willingness to work flexibly with a flexible, 'can-do approach'.	
	• Show initiative where necessary to meet the needs of QAA.	

	• Demonstrate the highest standards of personal conduct, honesty and integrity that inspires trust and confidence. • Ensure the image of QAA is represented in a positive, helpful and professional manner. • Highly motivated and able to work under pressure. • Confident and self-motivated. • Critical reflection and continuous improvement. • Ability to demonstrate, understanding and apply our workplace values.	
Location	• Flexible with travel to our Gloucester office. Potentially some national travel.	

*A: Application; I: Interview; E: Exercise   **Date: July 2022**