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**Job Description – Head of Information Technology (IT)**

**JOB TITLE**

Head of Information Technology (IT)

**ACCOUNTABLE TO:**

Deputy Principal

**ABOUT THE COLLEGE**

Lakes College is a technical vocational Further Education College delivering education and training to full-time and part-time learners and apprentices to degree level. We have a vibrant campus in West Cumbria with state of the art vocational workshops and resources, including the National College for Nuclear Northern Hub.

Our mission and purpose are to:

 ‘*Enable people to recognise and develop their potential’*.

We are a people business and our mission applies as equally to our staff team as to our learners and employers’. We are a Good college and have ambition to be Outstanding by together developing our culture, standards and expectations. We encourage innovation, collaboration and reflection to lead to new ideas and methods. We gather, evaluate and use data to drive operational improvement.

**ABOUT THE ROLE**

As the Head of IT at Lakes College, you will be responsible for overseeing the design, implementation, and maintenance of our digital infrastructure. Managing a team of college-based IT Operations staff, you will collaborate to develop IT strategies aligned with the organisation's objectives.

Your role will involve maintaining digital security, optimising performance, and ensuring continuous availability of college infrastructure, resources and digital learning platforms to support the needs of our academic community.

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES:**

**TEAM**

* To provide leadership and direction to the Digital Services Team ensuring effective communication and focussed team working to deliver both the department and College objectives; playing a key role in self-assessment and development planning for the department and identify training needs.
* To build, develop and effectively manage the team using the college’s performance management system to ensure high levels of performance and business efficiency and customer service.

**DIGITAL LEADERSHIP**

* Collaborate with senior leadership to develop and implement a strategic vision for IT and digital technologies aligned with overall college strategic plan
* Support innovation and continuous improvement in digital learning methodologies and technological infrastructure to support both teaching, learning & assessment and business support functions.
* Collaborate with senior leadership to integrate technology into the college's strategic planning process and ensure alignment with business and curriculum goals.

**DEPARTMENTAL MANAGEMENT**

* Lead, mentor, and manage a team of Digital professionals, including a Service Delivery Leader and a Digital Learning Leader, fostering a culture of excellence, collaboration, and professional growth.
* Oversee the day-to-day operations of the IT department, including infrastructure management, network security, helpdesk, and digital learning platforms.
* Develop and manage the departmental revenue and capital budget, allocating resources effectively to support key initiatives and operational needs.

**INFRASTRUCTURE AND SYSTEMS**

* Manage the college's IT infrastructure, including hardware, software, networks, servers, and cloud services, ensuring reliability, security, and scalability.
* Implement best practices for data management, information security, storage, and backup to safeguard sensitive information and ensure compliance with Cyber Essentials Plus and other relevant regulations and standards.
* Evaluate emerging technologies and trends, making recommendations for strategic investments to enhance the college's digital capabilities.

**DIGITAL LEARNING**

* Collaborate with internal and external stakeholders, providing technical support and guidance for digital learning initiatives to integrate technology into curriculum design, delivery and assessment.
* Oversee the implementation and support of digital learning platforms, tools, and resources, ensuring they align with pedagogical goals and student needs.
* Provide training and professional development opportunities for faculty and staff to enhance their digital literacy skills and effectively integrate technology into teaching and learning practices.

**GENERIC COLLEGE ACCOUNTABILITIES**

* To operate within the college’s safeguarding children and vulnerable adult’s policy to promote and safeguard the welfare of college’s learners who are under the age of 18, and of vulnerable adults to meet the college’s moral and legal responsibilities.
* To work as a member of the team, both within the section and as part of the service as a whole, to promote a team culture and environment and contribute towards the team development and assist others as necessary during periods of peak demand.
* To contribute to the quality system of the section to ensure the delivery of a high quality service.
* To participate in the college’s performance management scheme, in order to ensure personal development needs are identified to allow maximisation of a high level of performance.
* To operate and monitor college Health and Safety Policy, in order to ensure a safe and healthy learning and working environment.
* To proactively create, communicate, implement and support the college’s Sustainability Development Strategy to ensure college targets are achieved.
* To operate and support college’s Equal Opportunities Policy, in order to ensure adherence throughout the college.
* To contribute to the smooth running of the college by undertaking other administrative duties as required to support the management of the college.
* To participate in the promotional and marketing activities of the college and ensure a professional and favourable image is portrayed at all times to enhance the college’s reputation and assist in ensuring its future success.

Note: This Job Description is an outline of the Principal Accountabilities for the post but is not part of the Contract of Employment.

**HOW TO APPLY -** For full information about this role or to apply visit [www.lcwc.ac.uk/job](http://www.lcwc.ac.uk/job)

**Person Specification – Head of Information Technology (IT)**

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|  | **Essential** | **Desirable** | **Assessment Method** |
| Qualifications |  |  |  |
| Minimum Level 5 or equivalent in Information Technology, Computer Science, Education Technology or related field | **✓**  |  | AF / CERT  |
| Minimum Level 5 or equivalent in Leadership & Management | **✓**  |  | AF / CERT |
| Level 2 in English and mathematics or equivalent or willingness to undertake within 12 months of appointment | **✓**  |  | AF / CERT |
| Experience |  |  |  |
| Previous experience in managing IT operations, including infrastructure management, network security and helpdesk support | **✓**  |  | AF / IV / AT |
| Experience embedding IT best practices, standards, and compliance requirements, including experience with data management, information security, and regulatory compliance e.g. Cyber Essentials Plus | **✓**  |  | AF / IV / AT |
| Able to evidence initiation and implementation of successful change | **✓**  |  | AF / IV / AT |
| Experience managing departmental budgets and resources. | **✓**  |  | AF / IV / AT |
| Experience within a similar role | **✓**  |  | AF / IV / AT |
| Experience working in Further Education or Higher education |  | **✓**  | AF / IV / AT |
| Teamwork & Personal Credibility |  |  |  |
| Effective team player with demonstrable desire for continuous improvement | **✓**  |  | AF / IV / AT |
| Work collaboratively and for the good of all  | **✓**  |   | AF / AT / IV  |
| Welcome suggestions for improving standards and offer suggest improvements  | **✓**  |   | AF / AT / IV  |
| Act as a team player  | **✓**  |   | AF / AT / IV  |
| Accept responsibility for personal activities within agreed parameters   | **✓**  |   | AF / AT / IV  |
| Display a high standard of personal integrity   | **✓**  |   | AF / AT / IV  |
| Demonstrate a good understanding of and positive commitment to organisational objectives  |  **✓**  |   | AF / AT / IV  |
| Communication |  |  |  |
| Able to demonstrate being a strong influencer and communicator in situations where high levels of trust and confidence with operational partners are required | **✓**  |  | AF / AT / IV |
| Able to demonstrate appropriate use of IT to establish effective processes & controls with high levels of Excel skills. | **✓**  |  | AT/ IV  |
| Strong interpersonal and communication skills with the ability to present analysis in an understandable and concise manner   | **✓**  |   | AT/ IV  |
| Analytical & Decision Making Skills |  |  |  |
| Demonstrate Good organisation and effective planning skill | **✓**  |  | AT / IV |
| Uses logic, analysis, experience and models to solve problems  | **✓**  |   |  AT / IV  |
| Organised and attentive to detail  | **✓**  |   | AT / IV  |
| Examines options to find solutions or seeks suggestions that are effective in addressing the problem in hand  | **✓**  |   | AT / IV  |
| Internal Customer Orientation |  |  |  |
| Demonstrates meeting expectations of internal customers, including students  | **✓**  |   | AT / IV  |
| Develops relationships with internal customers and gains their respect  | **✓**  |   | IV  |
| Treats internal customers fairly and in a non-discriminatory manner  | **✓**  |   | IV  |
| Personal Effectiveness & Initiative Taking |  |  |  |
| Able to evidence personal resilience | **✓**  |  | AT / IV  |
| Demonstrates ability to work under pressure, prioritise and commit to strict deadlines whilst maintaining the quality of output  | **✓**  |   | AT / IV  |
| Ability to prioritise own work, multi-task and shift priorities  | **✓**  |   | AT / IV  |
| Proactive in taking action to achieve goals  | **✓**  |   | AT / IV  |

***\*Assessment method:***

AF = Assessed via application form

IV = Assessed via interview

AT = Assessed via test/work-related task

Cert = Certificate checked at interview