

<b>Job title:</b>	<b>Head of IT</b>
<b>Grade:</b>	Grade 15 (SCP 48 to 54)
<b>Reports to:</b>	Director of Operations

### Main job purpose

To lead the Trust's IT function. The post-holder will be responsible for shaping and delivering an IT strategy that meets the current and future needs of our schools, ensuring secure, cost-effective, and high-performing services.

This is a key leadership role that balances strategic thinking with tactical operational delivery. The post-holder will be responsible for the strategic planning, day to day operations, delivery of new services and solutions and capacity planning to ensure IT infrastructure meets the current and future requirements of the schools and Trust. The post-holder will work closely with school and central teams to ensure IT underpins educational needs and delivers operational excellence, and that cyber security, digital learning and IT service management are future-ready and resilient.

### Main responsibilities and duties

#### Strategic Leadership and Planning

- Design, develop, implement and maintain a comprehensive IT strategy that aligns and supports the Trust's vision, growth plans, and strategic educational priorities.
- Advise senior leadership on digital opportunities and risks.
- Responsible for translating strategic objectives into clear operational plans and measurable outcomes across schools and the central team.
- Responsible for staying abreast of developments in technology, cyber security, digital education and school IT best practice, advising senior leaders accordingly.
- Set and manage budgets, procurement, and vendor relationships, driving efficiency.

#### IT Service Management and Delivery

- Oversee the delivery of high-quality, consistent IT support services across all schools, ensuring responsiveness, reliability, and user satisfaction.
- Establish and monitor service level agreements (SLAs), performance metrics and feedback mechanisms to drive continuous improvement.
- Lead and support the implementation of new systems and technologies, including migrations, upgrades, and Trust-wide rollouts.
- Manage a central helpdesk/ticketing system and ensure local IT, and wider support teams (if applicable) are coordinated and well supported.
- Providing regular reports on IT performance and progress.
- Communicating IT issues and solutions to stakeholders.

### **Cyber Security, Data Protection and Compliance**

- Ensure the Trust's IT systems are secure, resilient, and compliant with data protection legislation, DfE cyber standards, and relevant regulatory requirements.
- Lead on cyber risk management, vulnerability assessments, incident response planning, and staff awareness training.
- Act as a key liaison for external audits, inspections, or cyber reviews.
- Maintain up-to-date IT policies, cyber security protocols, and risk management plans.

### **Infrastructure and Systems Management**

- Oversee the migration, maintenance, security, and performance reliability of the Trust's IT infrastructure, including networks, servers, cloud platforms (e.g., Microsoft 365/Google Workspace), MIS systems, WiFi, and classroom technology.
- Ensure effective device management strategies (e.g., Chromebooks, iPads, Windows devices), including asset tracking, remote management, and lifecycle planning.
- Manage backups, disaster recovery procedures, risk management and business continuity planning across the Trust.

### **Budgeting, Procurement and Supplier Management**

- Prepare and manage the Trust's IT budget, ensuring effective financial planning, monitoring and control.
- Lead on IT procurement, ensuring best value through competitive tendering, framework use, and long-term cost efficiency.
- Build strong relationships with external suppliers, contractors and service providers, ensuring contract compliance and high performance.

### **Team Leadership and Project Management**

- Leading, managing and developing the central IT teams, fostering a culture of accountability, collaboration, and professional development.
- Leading and managing digital and IT enabled projects from concept to implementation, ensuring they are delivered on time and within budget.
- Identify and implement opportunities for efficiencies and cost savings, after assessing and reaching a consensus on any potential impact that the savings might have on IT systems users.
- Provide guidance and coordination for IT staff based in schools or across hubs (where applicable).
- Work closely with external and internal key stakeholders, headteachers, school business managers and teaching staff to ensure IT meets operational and pedagogical needs.

### **Digital and Educational Technology**

- Support the development and effective use of digital learning tools and platforms across schools.
- Work with education leaders to ensure IT provision enhances teaching and learning outcomes, including EdTech innovation and staff digital skills.
- Enable safe and secure access to digital tools and content for pupils and staff, aligned with safeguarding standards.

### **Supervision and management**

The role holder will be responsible for the leadership of the IT teams centrally at the Trust. They will be responsible for direct line management of IT managers within the Trust.

### **Decision making**

The ability to make clear and swift decisions, with decisive action, efficiently and timely.

### **Problem solving and creativity**

The ability to diagnose and resolve IT issues quickly and effectively is essential, sometimes outside of usual working hours.

### **Key contacts and relationships**

- Executive, Senior Leadership, Head Teachers and other school staff
- Data Protection Officer
- IT Support Manager/ Deputy IT Support Manager
- IT service delivery team
- Managed Service Provider / Appropriate professional and trades bodies

### **Resources / Working environment**

- Extensive use of a range of software and technical equipment.
- This is a mobile and active role which involves frequent lifting, carrying and bending.
- Appropriate equipment and PPE will be provided where necessary.
- This is a central office based with regular visits to schools.
- Own transport is required for this role.
- Flexible working, including occasional evenings and weekends, is a required part of this role.

### **Progression in Post (if applicable)**

- We encourage personal development and will support this as appropriate and applicable to the role. Progression in post may be available if appropriate vacancies exist within our growing trust.

### **General and School Responsibilities**

- Be familiar with Safeguarding requirements in protecting the welfare of children, and young people. The Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
- Contribute to and support the Trust's Values, Ethos and Vision
- Participate in training and other learning activities as required
- Participate in Performance Management and development as required by the Trust's policies and procedures
- Participate actively and flexibly in a range of school activities
- Be aware that all employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions

- Understand and be committed to the Health and Safety Policy and the safety priorities and be aware of their contribution to such priorities
- Be aware of and comply with the health and safety legislation and other requirements that are relevant to the post
- Demonstrate commitment and enthusiasm to promote the principle of equality and diversity in employment and service delivery
- Be familiar with and promote the Equality and Diversity Policy

The principal responsibilities and tasks as set out above are not intended to be exhaustive. The need for flexibility, accountability and team working is required. The post-holder is expected to carry out any other related duties that are within the employee's skills and abilities, commensurate with the post's grade and whenever reasonably instructed.

The job description will be reviewed regularly to ensure that it relates to the role being performed and to incorporate reasonable changes that have occurred over time or are being proposed. This review will be carried out in consultation with the post-holder before any changes are implemented.

<b>Job description prepared by:</b>	Central HR Team/ Director of Operations
<b>Date:</b>	June 2025

Requirements	Essential	Desirable	Evidence
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to degree standard in an IT related discipline (such as computer science or information technology) or equivalent experience</li> <li>• 5 GCSEs including English and Maths (minimum level 4 or equivalent experience/ vocational qualification)</li> <li>• Driving licence and own transport</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant qualifications or professional certificates in areas such as project management, cybersecurity, or specific technologies (e.g., ITIL, PRINCE2, Microsoft/Cisco certifications, CEH/CISSP for Cyber, AWS, Azure etc.)</li> </ul>	Application Form
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Ability to lead, manage and deliver a variety of projects, suppliers and contracts effectively</li> <li>• Proven experience in senior IT leadership within an education environment, utilising both Microsoft and Google platforms</li> <li>• Strong understanding of cyber security, data protection (UK GDPR), and digital safeguarding</li> <li>• Strong technical knowledge of IT infrastructure, software, hardware, and network management</li> <li>• Demonstrated ability to improve IT services, change management processes and to control costs</li> <li>• Commercially experienced, skilled in setting, and managing staffing and non-staffing budgets</li> </ul>	<ul style="list-style-type: none"> <li>• Experience within a Multi-Academy Trust.</li> <li>• Knowledge of education technologies and digital learning platforms</li> <li>• Experienced in managing a Managed Service Provider</li> <li>• Experienced in change management and building a team</li> </ul>	Application Form Interview References
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Hands-on technical expertise across core IT systems (e.g., networks, servers, cloud services, MIS, MDM, etc.)</li> <li>• Effective and clear communication to both technical and non-technical audiences</li> <li>• Proven and strong stakeholder communication and team leadership skills</li> </ul>		Application Form Interview (including testing assignments) References
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Practical, solution-focused mindset with a commitment to service delivery</li> <li>• Quick Learner with pragmatic approach</li> <li>• Flexible and adaptable</li> <li>• Ability to stay focussed and on task</li> </ul>		Application Form Interview References

Requirements	Essential	Desirable	Evidence
<b>Relationships</b>	<ul style="list-style-type: none"> <li>• Ability to build strong relationships with a range of stakeholders across the Trust and external partners</li> <li>• Have positive and mutually supportive relationships with all colleagues</li> <li>• Ability to promote the school across the wider community</li> </ul>		References Interview
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Strong knowledge and understanding of relevant digital Safeguarding procedures &amp; measures</li> <li>• Commitment to adhere to the Trust's Safeguarding &amp; Child Protection Policy</li> </ul>	<ul style="list-style-type: none"> <li>• Good awareness of potential Safeguarding issues</li> </ul>	Application Form Interview