NORTHERN SCHOOL OF CONTEMPORARY DANCE

JOB DESCRIPTION

POST:	IT and Digital Services Manager
REPORTING TO:	Chief Operating Officer
OTHER WORKING RELATIONSHIPS:	IT Technician, Third-Party IT Support Providers, Technology Suppliers and Contractors, Library Systems and Digital Content Platforms (functional oversight)

CONTEXT:

The IT and Digital Services Manager provides the leadership and expertise needed to continuously strengthen the School's technology and digital operations. The postholder reviews, develops and embeds consistent systems, processes and controls that are practical, sustainable and measurable. Working across the organisation, they establish effective monitoring and reporting arrangements, improve organisational efficiency, and ensure digital services support the School's strategic objectives with confidence, resilience and a commitment to continuous improvement.

MAIN PURPOSES OF POST:

The IT and Digital Services Manager is responsible for strategic leadership, operational management and continuous improvement of the school's technology services, digital infrastructure, enterprise systems, information security, data governance and digital transformation activities.

The postholder will lead the delivery of the School's IT and Digital Strategy, ensuring technology services provide a secure, reliable and innovative platform that supports teaching, learning, student experience and business operations.

The role acts as the school's lead authority for cybersecurity, information governance, GDPR, business systems and technology infrastructure, ensuring the school remains compliant with Cyber Essentials, GDPR, Data Protection legislation and Higher Education sector best practice.

Working closely with the Senior Leadership Team and key stakeholders, the postholder will identify opportunities to improve organisational effectiveness through technology investment, process automation, digital innovation and continuous service improvement

DUTIES & RESPONSIBILITIES:

Strategic Leadership and Governance

- Develop, implement and maintain the School's IT and Digital Strategy.
- Develop technology roadmaps that support organisational growth and future business requirements.

- Lead digital transformation projects and service improvement initiatives.
- Advise the Senior Leadership Team on technology opportunities, risks and investment priorities.
- Develop business cases for technology investment and digital change programmes.
- Promote innovation and the adoption of appropriate emerging technologies including automation and AI-enabled services.
- Ensure technology and digital services support teaching, learning, student engagement and organisational efficiency.
- Maintain oversight of the School's technology architecture, ensuring systems remain secure, scalable, and integrated.
- Contribute to organisational planning, governance, and risk management activities.
- Develop and maintain technology policies, standards and governance frameworks.

IT Operations and Service Delivery

- Lead and manage all IT support services throughout the School.
- Ensure effective first, second and third-line support arrangements are maintained.
- Develop and monitor service standards and performance measures.
- Ensure high levels of customer service and user satisfaction.
- Oversee incident, problem and change management processes.
- Maintain service documentation, technical procedures and knowledge resources.
- Monitor system performance and drive continual service improvement.
- Ensure technology services remain available, reliable and fit for purpose.
- Manage the lifecycle of technology assets and equipment.

Infrastructure, Cloud and Microsoft 365 Services

- Maintain strategic oversight of all technology infrastructure.
- Lead the development and maintenance of:
    - Network infrastructure
    - Wireless services
    - Cloud services
    - Identity and access management solutions
    - End-user computing environments
    - Telephony services
    - Internet connectivity
    - Server infrastructure where applicable
- Develop infrastructure replacement and lifecycle management programmes.
- Lead management and governance of Microsoft 365 services including:
    - Microsoft Teams
    - SharePoint Online
    - Exchange Online
    - OneDrive
    - Entra ID
    - Intune
    - Microsoft Security and Compliance Services
- Ensure appropriate backup, monitoring and system management arrangements are in place.
- Maintain infrastructure documentation and service inventories.

Cybersecurity and Information Assurance

- Act as the School's lead officer for cybersecurity and information assurance.
- Develop, maintain and implement the School's Cyber Security Strategy.
- Maintain annual Cyber Essentials certification.
- Support progression towards Cyber Essentials Plus where appropriate.
- Maintain an Information Security Risk Register.
- Conduct cyber risk assessments and coordinate remediation programmes.
- Implement and monitor security controls across all technology services.
- Lead cybersecurity incident management and response activities.
- Ensure Multi-Factor Authentication is deployed across appropriate systems.
- Coordinate vulnerability assessments, penetration testing and security reviews.
- Develop and deliver cybersecurity awareness training programmes.
- Ensure compliance with:
    - Cyber Essentials
    - UK GDPR
    - PCI-DSS
    - Data Protection legislation
    - Freedom of Information requirements
    - Higher Education sector guidance and best practice

Cybersecurity Performance Measures

- Annual Cyber Essentials certification.
- Quarterly cybersecurity risk reporting.
- Annual privileged account reviews.
- Annual disaster recovery testing.
- Timely remediation of critical vulnerabilities.
- Delivery of mandatory cybersecurity awareness training.
- Investigation and reporting of significant security incidents.
- Maintenance of an Information Security Risk Register.

Enterprise Systems and Applications

- Lead the implementation, development, and support of enterprise systems.
- Maintain oversight of business-critical applications including:
    - Student Records Systems
    - Admissions Systems
    - CRM Platforms
    - Finance Systems
    - HR and Payroll Systems
    - Timetabling Systems
    - Library Management Systems
    - Website Services
    - Digital Content Platforms
    - Learning Technologies
    - Box Office Systems
    - AV, performance and teaching technology
- Ensure enterprise systems remain secure, integrated and fit for purpose.
- Manage relationships with software suppliers and implementation partners.

- Identify opportunities for automation, integration and process improvement.
- Maintain systems documentation and architecture maps.

Data Governance and Management Information

- Develop and maintain institutional data governance frameworks.
- Ensure data quality, integrity, security and compliance.
- Support business intelligence and management information reporting.
- Oversight of Freedom of Information (FOI) requests, reporting and responses
- Develop reporting capabilities that support decision-making across the School.
- Ensure compliance with information governance requirements.
- Support regulatory reporting including:
    - HESA returns
    - Office for Students requirements
    - Funding body reporting
    - Governance and Board reporting
- Promote effective information management and data stewardship.
- Ensure high standards of institutional data quality and data stewardship, supporting effective decision-making, performance monitoring and regulatory reporting.

Business Continuity and Disaster Recovery

- Develop, maintain, and regularly review disaster recovery plans.
- Ensure backup and recovery arrangements are appropriate and regularly tested.
- Lead annual disaster recovery exercises.
- Define recovery objectives for business-critical systems.
- Coordinate technology recovery activities during major incidents.
- Support wider organisational business continuity planning.

Procurement, Supplier and Contract Management

- Manage technology supplier relationships.
- Lead procurement and tendering activities.
- Negotiate and administer technology contracts and service agreements.
- Monitor supplier performance against agreed service levels.
- Manage software licensing compliance.
- Manage technology budgets and expenditure.
- Ensure value for money is achieved from technology investments.
- Produce reports on supplier performance, expenditure, and contract compliance.

Leadership and People Management

- Lead and develop the IT function.
- Line manage the IT Technician.
- Manage third-party support providers and specialist contractors.
- Conduct regular performance reviews and development planning.
- Identify training needs and support professional development.
- Allocate resources and prioritise workloads effectively.
- Foster a collaborative, customer-focused and innovative culture.

Higher Education Specific Responsibilities

- Support the delivery of an outstanding digital experience for students.
- Ensure digital services support modern teaching and learning requirements.
- Support learning technologies and virtual learning environments.

- Ensure compliance with accessibility requirements and digital inclusion standards.
- Support student recruitment, admissions, and student success through effective use of technology.
- Maintain awareness of developments across the Higher Education technology sector.
- Support regulatory and statutory reporting requirements.

General Responsibilities

- Promote equality, diversity and inclusion.
- Comply with safeguarding policies and procedures.
- Support a positive culture of health, safety and wellbeing.
- Maintain confidentiality and information security at all times.
- Support the delivery of the School's Sustainability Strategy.
- Undertake any other duties commensurate with the level and responsibilities of the post.
- The postholder may occasionally be required to work outside normal hours to support system upgrades, maintenance activities or major incidents.

PERSON SPECIFICATION – Access and Participation Administrator

	Essential Criteria	Desirable Criteria
Education/Qualifications	Degree in Computing, Information Technology, Cyber Security or related discipline, or equivalent relevant experience. Evidence of continuing professional development.	ITIL Foundation or higher qualification. PRINCE2, MSP or equivalent project management certification. Microsoft 365 Administrator, Security or Azure certification. Data Protection or Information Security qualification. Relevant Cyber Essentials assessor training or demonstrable equivalent knowledge.
Experience/Knowledge	Significant experience managing IT services within a complex organisation. Experience developing and delivering technology strategies. Experience managing Microsoft 365 environments. Experience managing cybersecurity and Cyber Essentials compliance.	Experience within higher education or another education setting. Experience supporting HESA and Office for Students reporting. Experience of Moodle or Virtual Learning Environments. Experience with the Microsoft Power BI platform.

	Experience managing technology infrastructure and cloud services. Experience supporting hybrid technology environments, including Microsoft, cloud and Linux-based systems. Experience managing enterprise applications and business systems. Experience managing suppliers, procurement activities, and technology contracts. Significant experience managing technology budgets, financial planning and procurement activities. Experience developing disaster recovery and business continuity plans. Experience of developing policies, procedures and standards relating to IT Services and Information Management.	Knowledge of ISO/IEC 27001. WordPress administration experience.
Skills required	Experience leading staff and external support providers.	
Personal requirements	Strong leadership and interpersonal skills, with the ability to build effective working relationships across all levels of the organisation. Excellent communication skills, with the ability to explain technical concepts to non-technical audiences. Strategic thinker with a proactive and solutions-focused approach. Strong organisational skills with the ability to manage competing priorities and deadlines.	

	Commitment to continuous improvement, innovation and customer-focused service delivery.	
Safeguarding	Have proven knowledge, skills, experience and qualifications, and any other requirements needed to perform the role in relation to working with students and vulnerable adults.	

ROLE PROFILE

Area of Responsibility	Typical Allocation
Strategic Leadership and Governance	**40%**
Systems, Projects and Supplier Management	**30%**
Cybersecurity, Compliance and Data Governance	**20%**
People Management and Operational Oversight	**10%**

Terms and conditions

Full terms and conditions of employment will be supplied to the successful candidate, but in brief these are:

Place of employment: NSCD, 98 Chapeltown Road, Leeds LS7 4BH.

Hours of work: 37 hours per week.

Remuneration: £38,569-£42,146 (Spine point 32 – 35)

Contract: Permanent, Full-time contract.

Probation: Six months.

Leave entitlement: 25 days, plus eight bank holidays and up to 3 discretionary days between Christmas and New Year.

Period of notice: Three months on either side.

Pension: West Yorkshire Pension Scheme (current 16.3% employer contribution).

Other benefits: Staff training and development opportunities.
Ticket allowance for dance performances.
Health Shield (EAP work-place health cash plan)

Other conditions: NSCD is committed to safeguarding and promoting the welfare of children and young people and requires all staff to demonstrate this commitment in every aspect of their work.