

Deputy Director of Technology Innovation and Development

Purpose of post To lead IT service delivery across the College by bringing together IT Support and IT Infrastructure into a single, coordinated function. The postholder is accountable for service performance, cyber security, and operational resilience, ensuring reliable, secure, and user-focused IT services.

Hours 36 hours per week

Salary Scale Management Scale 7 - 12

Primary location Based on one of the main College sites, though the postholder will be required to work on any of the other College sites as remotely as needed.

Responsible to Director of Technology Innovation and Development

Responsible for

- IT Infrastructure Manager
- IT Support Team Manager

Core responsibilities

- Lead the delivery of IT services across all College sites, ensuring high levels of availability, performance, and user satisfaction.
- Own end-to-end service delivery, including incident management, escalation, and continuous service improvement.
- Set, monitor, and report on service performance through SLAs and KPIs.
- Accountable for cyber security, including incident oversight.
- Accountable for the implementation and regular testing of disaster recovery and business continuity plans.
- Ensure effective integration between IT Support and IT Infrastructure to provide a seamless service.
- Oversee the management and support of application software across the College, ensuring compliance with software licensing requirements and maintaining an accurate software register.

- Manage relationships with internal stakeholders and external suppliers in relation to infrastructure, applications, and IT services, ensuring effective and value-for-money delivery.
- Develop, implement, and maintain IT operational policies, standards, and procedures in line with legal and regulatory requirements.
- Lead the development of departmental operational and service plans, ensuring alignment with budget constraints and College priorities.
- Oversee asset management, licensing, and system documentation across IT services.
- Support the Director in delivering the College's IT and digital strategy and wider transformation initiatives.

Leadership and Management

- Line manage the IT Support Team Manager and IT Infrastructure Team Manager.
- Ensure effective resource planning and prioritisation across teams.
- Promote a culture of collaboration, accountability, and continuous improvement.
- Lead on operational risk management, including cyber security and service continuity.
- Ensure clear communication of IT service performance and issues to stakeholders.
- Support recruitment, development, and performance management across IT teams.
- Contribute as a member of the College's management team to operational leadership and decision-making across the organisation.

General and College Responsibilities

- Uphold College values including equality, diversity, safeguarding, and health and safety.
- Ensure compliance with College policies and sector regulations.
- Represent IT in College-wide activities, meetings, and projects.
- Deputise for the Director of Technology Innovation and Development as required.
- Undertake any other duties appropriate to the role.

NOTE: Please be aware that the duties and responsibilities outlined above are not exhaustive, nor are they shown in the order of priority or frequency. They may be varied from time to time after consultation with the post holder. They do not form part of the post holder's contract of employment.

March 2026

Person Specification: Deputy Director, Technology Innovation and Development

Criteria	Essential	Desirable	Method of Assessment
Qualifications	Degree or equivalent professional qualification in IT or related field.	Management qualification. Cyber security certification (e.g. CISSP, CISM). Microsoft/Cisco certs.	Application form
Experience & Knowledge	<p>Significant experience managing IT teams and services, ideally in education.</p> <p>Experience in managing or contributing to cyber security frameworks and compliance (e.g. Cyber Essentials, ISO 27001).</p> <p>Strong technical knowledge and hands-on experience in managing or integrating IT infrastructure, networks, and cloud-based services (e.g. Microsoft 365, Azure, Google Workspace), along with end-user support.</p> <p>Experience developing and implementing IT policies and procedures.</p> <p>Evidence of ongoing professional development.</p>	<p>Experience with ITIL or other quality management frameworks.</p> <p>Project management and digital transformation.</p> <p>Knowledge of current and emerging trends in educational technology.</p> <p>Experience supporting Apple devices and a range of operating systems, including Linux.</p> <p>Experience with scripting (e.g. PowerShell) and Microsoft Power Automate.</p>	Application form, Interview, Task
Skills & Competencies	<p>Excellent leadership, communication, and interpersonal skills.</p> <p>Ability to work calmly under pressure, prioritise tasks, and meet deadlines.</p> <p>Ability to set and monitor SLAs and KPIs, analyse helpdesk data to identify trends and inform service improvements.</p> <p>Strong analytical and problem-solving skills.</p>	<p>Experience managing supplier relationships and contracts.</p> <p>Ability to deliver staff training and awareness programmes.</p>	Interview, Task

	<p>Strong documentation skills for procedures, policies, and technical configurations.</p> <p>Ability to manage multiple priorities and deliver high service standards.</p>		
<p>Personal Attributes</p>	<p>Professional and flexible approach.</p> <p>Commitment to equality, diversity, safeguarding, and continuous improvement.</p> <p>Collaborative and supportive.</p> <p>High attention to detail.</p> <p>Ability to maintain confidentiality and handle sensitive information appropriately.</p> <p>Willingness to work across College sites and outside normal hours as required.</p> <p>Ability to travel between College site as required.</p> <p>Strong customer service ethos and ability to build trust with users across all levels of the organisation.</p>		<p>Application form, Interview</p>