| Post Title: | Head of Digital Transformation |
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| Grade: | 9 |

**Job Description**

## 2.1. Purpose

The Head of Digital Transformation will manage the execution and delivery of a complex and future-oriented digital transformation both within IT Services and across the University Group, taking a collaborative approach to drive results and create long-term added value through strategy development. This post holder requires a solid understanding of both business and technology developments and a principled approach to, and in-depth experience of, digital transformation.

## 2.2. Main Duties and Responsibilities

1. Has defined authority and accountability for actions and decisions against the digital transformation, including technical, financial and quality aspects.

2. Establishes organisational objectives in relation to digital transformation across ITS and assigns responsibilities to enact change.

3. Influences the University Group, users, suppliers, partners and peers on the contribution of Digital Transformation. Has significant influence over the allocation and management of resources appropriate to given assignments.

4. Responsible for identifying, prioritising, incubating and exploiting opportunities provided by information, communication and digital technologies. To develop and implement processes, tools and infrastructures to support innovation.

5. Controls user experience design practice within enterprise architecture. Specifies, and ensures adherence to, relevant technical strategies, policies, standards and practices (including security) to meet the Group's digital user experience design objectives.

6. Initiates creation of new products. Oversees one or more products or services, monitoring and modifying elements of the marketing mix (the product and its features, the communications strategy and distribution channels).

7. Takes responsibility for a significant consultancy practice (digital transformation), including practice development, proposals to internal or external clients, account management and managing the delivery of consultancy services over a wide range of topics.

8. Responsible for digital productivity across the Group for use in learning and development programs relating to digital literacy. Commissions the development of learning materials, allocates resources to learning teams, defines learning outcomes.

9. Recognises potential strategic application of information technology capabilities. Initiates and manages investigation and development of innovative methods, practices and technology, to the benefit of organisations and the community.

10. Sets innovation goals, makes effective proposals for the investment of funds into innovation projects, plays a major role in the development of the employing organisation's innovation policy, and supervises the work of a innovation function.

11. Provides leadership and guidelines on sustainability; leads in the development of a sustainable digital strategy for IT, encompassing sources of supply, control and measurement of in-house utilisation, procurement of resource-efficient products and services, and legislative factors.

12. Deputises for the DCDIO - Engagement, Strategy, Innovation and Digital Transformation – University Group as required

**AND** such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

## 2.3. Supervision Received

Line management is from the Deputy CDIO (ESIDT)

## 2.4. Supervision Given

Line management of Digital Productivity Team Leader. Matrix & virtual line supervision of associated delivery and support teams.

## 2.5. Contacts

• IT Services staff, including Executive Team.

• University Group Leadership Team.

• Staff and students in other Schools / Support Areas of the University Group.

• External Suppliers and other education institutions.

# 3. Person Specification

| ATTRIBUTES | ESSENTIAL | ADVANTAGEOUS |
|---|---|---|
| ***Education & Qualifications*** | • Educated to degree level or equivalent<br>• Member of professional body. | • Six Sigma – green belt qualification<br>• Lean processing qualification |
| ***Knowledge & Experience*** | • Digital Transformation leadership<br>• Digital technology knowledge and its use to benefit business users<br>• Strategic planner – business & technical<br>• Technical and business product roadmaps development<br>• Demonstrable competence in product based environment<br>• Board level reporting<br>• Fostering strategic relations both internal and external<br>• Business case development and funding submissions<br>• Investment options appraisal, return on investment and benefits<br>• Management of technology diverse teams<br>• Management of a wide range of stakeholders<br>• Management of third party suppliers<br>• Development of documentation and delivering against all elements of a product lifecycle | • Digital strategy development<br>• Demonstrable competence in education based environment<br>• International experience<br>• Product owner experience |
| ***Interpersonal Skills*** | • A confident and able communicator<br>• Tact and diplomacy with internal and external communities including high level contacts | |

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| | • Skill in establishing and maintaining cooperative working relationships, establishing rapport and gaining the trust of others at all levels | |
| *Job-related Skills, Abilities & Competencies* | • Analysis of qualitative and quantitative data<br>• Extensive IT skills with advanced level experience of using project applications<br>• Track record of inspirational, motivation leadership to maximise individual and team performance<br>• Ability to identify, manage and deliver against stakeholder requirements<br>• Demonstrable skill in communication at all levels<br>• Highly organised<br>• Works well under pressure<br>• Report writing and presentation | |
| *Other Requirements* | • Operate with a high degree of discretion and observe confidentiality<br>• A flexible approach to work and location including the ability to travel both within the UK and internationally as required.<br>• An appreciation of other cultures, the global reach of the University and its international agenda. | • Ability to work on different types of products groupings |