Job Description

Name:	
Job Title: Head of Information Technology and Digital	**Department: IT**
Reporting to: Director of Compliance and Quality Assurance	

Job Purpose:
Reporting to the Director of Compliance and Quality Assurance, the Head of IT and Digital will plan and lead the strategic management of Ascentis' Information Technology (IT) functions. This includes overall IT architecture, the management of software developments, internal and external facing systems, security, support and infrastructure.

Responsibilities and key tasks:

1. Devise, plan and implement an effective IT / Digital strategy for Ascentis to enable significant growth, business expansion and maintain a competitive advantage within financial constraints whilst minimising risk.
2. Develop and nurture a culture that fosters innovation, creativity, and continuous improvement, empowering the department and stakeholders to explore and implement appropriate technologies.
3. Lead the organisation's digital transformation strategy, aligning technology initiatives with business objectives, and ensuring a seamless transition to a digital-first mindset across departments.
4. Implement automation solutions by identifying opportunities (in partnership with internal customers) to optimise business processes through automation and spearhead the implementation of automation tools and other intelligent technologies to enhance operational efficiency and effectiveness.
5. Identify and evaluate opportunities to leverage AI and other technologies to transform data into actionable insights, drive innovation, and improve decision-making processes.
6. Lead on systems integrations, ensuring core platforms work seamlessly together to deliver efficient end-to-end processes and oversee the development and management of APIs, data flows, and third-party integrations to support digital transformation and reduce duplication.
7. Establish communications, awareness and training programs and initiatives to enhance the digital fluency of employees, empowering them to leverage technology effectively and drive innovation in their respective roles.
8. Manage the architecture, implementation, maintenance and support of secure, reliable and resilient infrastructure and software application estate to ensure a robust, performant and scalable IT landscape for Ascentis.
9. Maintain awareness of legislative and regulatory requirements impacting Ascentis (e.g. Cyber Security legislation Ofqual and the Quality Assurance Agency) and keep up to date with technological advances within Awarding Organisations and make recommendations to management as necessary.
10. Manage the effective delivery of regulatory reports and returns to ensure 100% accuracy and timeliness.
11. Be responsible for IT within any subsidiary companies of Ascentis where applicable.
12. Develop and maintain an effective IT disaster recovery plan and suitable business continuity provision, including ensuring robust cyber security measures are in place to protect organisational systems and data, including proactive monitoring, incident response planning, and compliance with relevant security standards.
13. Maintain and develop accurate and effective IT documentation, policies and procedures.
14. Maximise the use of IT to improve business processes and organisational effectiveness both internally and externally.
15. Develop and maintain a unified enterprise data hierarchy and centralised data map to improve quality and reduce duplication, while overseeing the design and management of dashboards, reporting tools, and statistical outputs that provide timely, accurate insights to support automation, analytics, organisational accountability, compliance reporting and evidence-based decision-making.
16. Contribute to cross-organisational strategies and policies with relevant internal and external stakeholders as required, enabling the full use of available technology, and assisting as necessary.
17. Provide high-quality advice and information to the Leadership Team on all IT matters.
18. Develop, promote and sustain positive and productive external working relationships and partnerships, including joint working with external hardware and software service suppliers, and client management of relevant contracts to ensure that Ascentis obtains the best value and service in the resourcing of its IT requirements.

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19. Ensure that the highest ethical standards, security and integrity in respect of the use of electronic information systems, including the intranet and internet, are maintained in respect of relevant copyright and data protection legislation and advising of any changes needed to maintain compliance.
20. Be responsible for IT-related budgets including the procurement of IT equipment such as infrastructure, data storage, computers, printers, and phones.
21. Provide effective performance management and development of staff to ensure performance objectives and standards are consistently met in line with Ascentis' aims and objectives.
22. Continuously monitor industry trends and emerging technologies, assessing their potential impact on the organisation, and providing strategic recommendations for technology adoption to maintain a competitive edge.
23. Project management of new implementations, upgrades or landscape change

Managerial and Supervisory Responsibility:

24. Performance management of the team including 1-1s, mid-year and annual reviews
25. Production of plans and managing the team to work to these plans effectively.

Success Measures of the role:

26. Production and implementation of both, a fully costed organisation-wide IT strategy and following the parameters within the core duties.
27. A secure and resilient infrastructure that enables efficient day-to-day operations as well as future growth.
28. Evidence of enabling the continued and improved use of technology throughout the organisation to improve efficiency, provide optimal customer service and increase business growth.
29. A robust disaster recovery plan with evidence of regular testing, specifically including cyber security scenarios
30. Compliance with relevant IT-related legislation / regulations
31. Provision of business customer partnering and subsequent evidenced recommendations to increase business efficiencies and improve surplus.

Status of this Job Description
The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Contacts
- Internal and External staff, including Moderator/Verifiers.
- Centre Contacts
- Customers, Potential customers, and suppliers

Accountability

- Director of Compliance and Quality Assurance
- Group Deputy CEO
- Group CEO

Key Attributes Required:

- Proven experience in leading an end-to-end IT function encompassing infrastructure, networks, telephony, end user computing, business applications, software development and cyber security
- Proven track record in developing and managing strategy (E)
- Proven track record in project management and excellent project management skills (E)
- Demonstrable experience of team leadership, budgeting (E)
- Familiarisation with a Microsoft-based environment, for example, Microsoft 365, Azure, SQL Server, Azure Active Directory etc (E)
- Excellent time management skills (E)
- Excellent organisational skills, with a proven ability to deliver outcomes from multiple workstreams (E)
- Excellent verbal and written communication skills (E)
- Ability to manage and supervise staff effectively (E)

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- Proven ability to work both independently and as a member of a team effectively (E)
- Ability to achieve agreed targets and to work to deadlines (E)
- Positive attitude to change, development and quality (E)
- Demonstrable commitment to a high standard of customer service (E)
- To act as a role model, abiding by Ascentis principles and values (E)
- Microsoft Certified Systems Engineer or similar IT qualification – (D)

Agreed:

Post Holder Signature   Date