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JOB DESCRIPTION

Job title: Chief Digital Officer	**Accountable to**: President and Vice-Chancellor
Contract length: Permanent	**Hours per week**: 37 **Weeks per year**: 52
Salary: Competitive	**Grade**: Individual
Department:	**Location**: High Holborn. London

Purpose of the role:

- Drive transformational change through innovative thinking and building strong collaborative relationships across the University.

- Provide leadership and delivery of high-quality digital services across the University.

- Advise Executive Board on the strategic implications for our IT systems, digital technologies and staff capabilities against UAL strategic plans.

- Ensure the delivery of effective and appropriate digital platforms for online learning and teaching products.

- Establish the Technology directorate – bringing together distributed teams from across the University to provide digital platforms, services, products and support.

Duties and Responsibilities:

- Work with other members of Executive Board to develop UAL Digital Transformation Strategy.

- Develop, lead and execute a transformational digital strategy, in partnership with key stakeholders that is financially well-planned and aligned to the University mission.

- Work with the PVC Digital Education to develop and support the delivery of online academic content.

- Ensure the ongoing delivery of high-quality IT and digital services that are customer focussed, resilient and clearly aligned to University objectives.

- Lead and support the design of innovative and effective digital products and services, delivering the highest level of experience for staff and students.

- Represent University IT and Digital Services at Executive Board and serve as a member of the appropriate governance boards as determined by the President and Vice-Chancellor.

- Work in collaboration with the relevant Heads of College and Directors of Service to provide effective management of embedded IT, digital services and support.

- Ensure the development and implementation of IT policies and procedures including disaster recovery, cyber security, data management and IT architecture principles.

- Develop a policy for the distribution of our content and services on third-party platforms, and create a business development function to implement it.

In addition the post holder will be expected to:

- Assume other reasonable duties consistent with your role, as determined by the President and Vice-Chancellor, which may be assigned to you anywhere within UAL.

- Undertake health and safety duties and responsibilities appropriate to the role.

- Engage fully with the UAL anti-racism plans, in particular in the way they relate to Digital Transformation.

- Work in accordance with UAL's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.

- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.

- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.

- Conduct all financial matters associated with the role accordance to UAL's policies and procedures, as laid down in the Financial Regulations.

- To personally contribute towards reducing UAL's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016-2022).

Key Working Relationships:

- President and Vice-Chancellor
- Deputy Vice-Chancellor (Academic)
- Pro-Vice Chancellor Digital Education
- Pro-Vice Chancellors: Chelsea, Camberwell & Wimbledon; Central St Martins; London College of Fashion; London College of Communication.
- Chief Financial Officer
- University Secretary and Registrar
- Director of Human Resources
- Director of Marketing and Communications
- Director of Academic Enterprise
- Director of Estates
- Dean of Learning, Teaching and Enhancement

Specific Management Responsibilities

- Budgets: circa £25 million

- Staff: circa 150 – 200

Last updated: March 2021

Job Title – Chief Digital Officer   Grade – Executive Board level

Psychometric Leadership Assessment:

All shortlisted applicants may be required to undertake on-line psychometric leadership assessment. The assessment covers four leadership functions critical to leadership effectiveness. The test results will be confidential and you will receive feedback on your assessment at the end of the process. The assessment will be used to inform selection interview questions and complement other selection methods. Staff selection decisions will never be made solely on the basis of a psychometric test.

Person Specification	
Specialist Knowledge/ Qualifications	An awareness and understanding of the provision of digital student experience in Creative Arts higher education. A detailed understanding of the current trends in digital transformation, and experience of liaising with third party suppliers and agencies. Proven leadership of how to achieve transformative change using digital technologies, data and digital approaches. Excellent technical understanding of IT infrastructure and architecture, data integration, and user-facing support services associated with a multi-site international organisation.
Relevant Experience	Experience of managing change effectively. Evidence of successful partnership working with a broad range of stakeholders, including an enthusiasm for engaging successfully with staff teams and external partners. Experience of, and a passion for, digital transformation and innovation in a global context. A successful background in enhancing customer experience, and an appreciation of the value of higher education. Demonstrable success in a senior leadership role, and experience of leading and managing in a large and complex organisation. Experience of developing and delivering leading edge initiatives and technologies. Extensive senior leadership and a proven track record in strategic planning and delivery of digital services.

Person Specification	
	Proven experience of managing large budgets and ensuring value for money. Experience of networking at a national and/or international level.
Communication Skills	Communicates in a compelling and influential way adapting the style and message to a diverse internal or external audience in an inclusive and accessible way. High level negotiating, influencing and communications skills and the ability to translate complex technical matters to colleagues.
Leadership and Management	Motivates and leads effectively, setting the direction of one or more function and promoting collaboration across formal boundaries. A collegial and inclusive approach to leadership, encouraging ideas, initiative and innovation from others, and promoting the development of a high performing culture.
Research, Teaching and Learning	Applies innovative approaches in leading academic programmes, teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity. Applies own research to develop learning and assessment practice.
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism.
Planning and Managing Resources	Conducts long term strategic planning to positively impact the whole organisation. Commercial acumen and financial literacy.
Teamwork	Contributes effectively to a senior leadership team, setting the strategic direction for one or more function and fosters constructive relationships across the organisation.
Student experience	Provides effective strategic leadership for enhancing the student experience to promote an inclusive environment for students, colleagues or customers.
Creativity, Innovation and Problem Solving	Initiates innovative solutions to problems which have a strategic impact.