ROYAL COLLEGE OF PHYSICIANS AND SURGEONS OF GLASGOW

Job Description

SECTION 1 - Description

Job Title: Head of ICT and Digital Transformation

Location: 232 – 242 St Vincent Street

Reports To: Chief Executive Officer

Date: March 2020

SECTION 2 - Job Purpose

The job holder must be up to date with evolving threats, protections and technology. They will work well with non-technical staff to motivate and problem solve and they will lead the organisation towards best practices and create a culture of digital security. They will be instrumental in developing the ICT strategies of the organisation and will lead the implementation of the Digital Transformation of the College.

SECTION 3 - Organisation

SECTION 4 - Dimensions

The post holder will line manage the ICT team and the CRM Project Manager and will be responsible for adherence to currently accepted HR practice. They will provide a robust framework for enhancing our infrastructure and networks, whilst bringing an innovative culture to the ICT team.

The post holder will also work with other teams within College, to implement a Digital Transformation Plan. This includes leading on the implementation of the College CRM replacement project. They will work with other Units within the College to find solutions to current issues and improve processes, build efficiencies and integrate the College systems. They will also work with parties external to the College, sourcing appropriate hardware and software and obtaining best prices for the College.

The Head of ICT and Digital Transformation will be responsible for ensuring ICT security to prevent data breaches and will ensure the security of our software and infrastructure complies with good

practise and relevant legislation. They will ensure that the College systems are fully compatible with each other, resulting in operational efficiencies and that they are accessible when required.

SECTION 5 - Main Responsibilities

1. Manage sourcing, implementation and development of ICT solutions, ensuring systems are streamlined and interlinked to provide maximum efficiency and benefit to the College.
2. Develop, implement and maintain the College ICT Strategies.
3. Ensure that all infra structure is in place and functioning at the highest level, supporting the College's digital communications and core functions.
4. Ensure that the College systems' security is robust and complies with current good practise and legislation. This includes storage and sharing of data and creation of protocols for maximum compliance.
5. Deliver the annual ICT operational and capital budgets and manage this budget throughout the year, ensuring best value for College at all times.
6. Manage and develop the ICT team ensuring College objectives are understood and delivered.
7. Manage the delivery of training on new and existing systems installed by the College.
8. Implement and maintain a change management process for ICT.
9. Implement and maintain an incident response plan and register for the College.
10. Ensure College systems meet minimum GDPR requirements.
11. Provide ICT Support as and when required maintaining the operations of the College.
12. Deputise for the Finance Director when required.
13. Involvement in other College projects, activities and duties as directed by the Chief Executive Officer.

SECTION 6 - Planning and Organising

Two main types of work:

Routine

The post holder will manage the ICT team to ensure that all ICT systems are fully functional and available when required. They will ensure that system security is a priority at all times and that all processes and protocols are in place for dealing with data storage and sharing and comply with good practise.

The post holder will manage the ICT budgets to gain maximum benefit for the College. This may involve streamlining of existing software and changes to hardware. They will source and manage implementation of new software and equipment and ensure all users are trained to the appropriate levels.

The post holder will lead in ICT projects and implementation of new systems, ensuring that the best fit and value for money are at the forefront of all procurement.

Strategic:

The College is increasingly dependent on its ICT and must ensure that it continues to develop its

strategies to stay abreast of ICT developments and deliver the best possible service to its members. Therefore, the post holder will be responsible for developing the College's ICT strategies. This includes the infrastructure and databases supporting the College's core activities and will play an integral part in the development of the digital transformation strategy and the subsequent delivery.

SECTION 7 - Decision Making

The post holder will:

- Make day-to-day decisions on the running of the College ICT infrastructure.
- Deploy resources within the ICT team to ensure system availability.
- Ensure the ICT team are properly trained and equipped for their roles, taking responsibility for the recruitment of the team when required.
- They will work with the College Senior Management Team to develop ICT strategies.
- They will be responsible for the annual ICT operational and capital budgets as allocated by the Finance Director.
- Work with all available information to provide the College with optimum solutions whilst working within all relevant legislation, policies and processes.
- Have the resilience to deal effectively with changing priorities and tight deadlines, taking responsibility for immediate decisions under pressing circumstances on occasion.
- Contribute to the corporate decision making processes, by bringing plans and budgets to the College Senior Management Team for any major changes to systems.

Internal:

College Office Bearers
Chief Executive Officer
Finance Director
Senior Management Team
College Staff

External:

College Auditors
Other Royal Colleges
Vendors
College Members and Fellows
College Customers
Other Contracted Parties

SECTION 9 - Knowledge, Skills and Experience Needed

- At least 5 years' experience in managing ICT teams, including at a senior level.
- Proven track record of innovative ICT solution provision and implementation.
- Experience of developing and implementing ICT strategies.
- Previous experience of managing ICT projects.
- Excellent communication skills and ability to work with people at all levels.
- Experience of budgeting and managing budgets.

- Broad experience in range of IT solutions and working knowledge of databases is essential.

SECTION 10 - Job Context and Special Features

The post holder must have excellent time management skills and be accustomed to meeting deadlines. Having excellent communication skills is an essential for this job and the post holder must be able to work with professionals with differing disciplinary backgrounds.