

JOB DESCRIPTION AND ROLE SPECIFICATION

Interim Digital Transformation Consultant

Envisaged as a 6-9 month role, part-time considered (min 3 days per week)

ROLE PURPOSE

To provide organisational oversight and co-ordination across the Trust's digital infrastructure enabling a seamless interface between staff, technology and systems and leading on the technical development and delivery of a new digital strategy. The role includes responsibility for cloud services, IT infrastructure, data, cyber security and building skills and resilience within the current IT team and across the Trust as well as establishing effective digital governance and risk management.

REPORTING TO: Initially Head of Strategy then Director of Corporate Services when in post

LINE MANAGEMENT OF THE FOLLOWING ROLES:

- ICT Manager who in turn manages a team of 2 ICT Officers
- Other roles and consultants as appropriate

OTHER WORKING RELATIONSHIPS

Within the organisation

Directors, managers, staff, trustees and volunteers as well as staff at all levels as appropriate to the role.

Outside the organisation

Other Trusts & related organisations.

MAIN DUTIES

Organisational Leadership

1. As a member of the Operational Leadership Team (OLT) take accountability for all aspects of organisational leadership relevant to the areas of digital development and governance, IT infrastructure and cyber security and act as technical lead in projects.
2. Support Directors and other operational leaders in developing digital best practice, capabilities and skills across the Trust including a network of key system owners.

Digital and Data Development

3. Lead the technical input to a digital review and development of a new digital strategy for the Trust alongside solutions for file storage and digital asset management.
4. Act as technical lead on the wider Brilliant Basics programme ensuring appropriate ICT input to and involvement in a wide range of systems and process projects
5. Work with system owners and administrators across the Trust to ensure effective management of cloud services, role based permissions and master data.
6. Deliver / source appropriate training and development for managers to support the creation of a culture of digital transformation and innovation to support the NWT strategy.

Operational Infrastructure

7. Support and lead the ICT team and external contractors in managing the Trust's operational IT infrastructure to ensure cost effective and high quality service delivery, including connectivity across the estate, robust security and optimal performance.
8. Support the successful implementation and on-going operation of key digital infrastructure across the Trust including databases, SharePoint / Teams sites, cloud-based applications, data management and system integrations / interfaces.
9. Evaluate technical solutions and proposed projects in terms of meeting security, service and other non-functional requirements.
10. With the ICT team, troubleshoot IT infrastructure and connectivity issues, oversee resolution and identify opportunities for operational improvement and innovation.

Cybersecurity and Risk Management

11. Oversee work to ensure that the Trust has effective IT security systems and that cybersecurity improvements and proactive security measures are implemented in line with best practice.
12. Ensure regular security assessments and risk analysis are conducted to safeguard IT infrastructure, sensitive data and delivery of the Trust's core activities.

Digital Governance and Compliance

13. Design and implement an effective digital governance model for the Trust ensuring compliance with data protection regulations, PCI standards and industry standards and managing additions and changes to the organisation's digital landscape.
14. Implement and enforce effective digital policies and best practice.
15. Develop, monitor and report on key performance indicators related to ICT and digital.

Partnership and Collaborative working

16. Model effective cross departmental collaboration across in all areas, in particular in supporting digital development projects to ensure desired organisational outcomes
17. Model collaboration across the organisation and the Wildlife Trust movement, including (but not limited to) areas of digital development such as the data lake, technical knowledge and digital skills sharing.
18. Identify and implement a proposed model for digital training and upskilling across the Trust working with the operational leadership team (OLT) to assure appropriate adoption.

Team Leadership and Financial Management

19. Ensure team members are effectively managed and supported through regular meetings, setting and reviewing of work programmes and objectives, undertaking annual performance reviews, identifying and implementing training and professional development needs, ensuring that there is effective cover, high standards of discipline and professionalism at all times.
20. Recruit and define roles in the team according to organisational need and budget.
21. Manage and oversee budgets responsibly and in line with our financial policies and procedures.

Other responsibilities

22. Undertake other ad hoc duties as reasonably requested by and/or agreed with the line manager

PERSON SPECIFICATION

Essential:

- Proven experience in managing the overall digital infrastructure for an organisation including core IT infrastructure and operational systems (Windows and MS Office suite), along with a range of cloud-based applications and web and social media platforms.
- Strong experience and knowledge in ensuring compliance with cybersecurity measures and frameworks, GDPR and data retention, PCI compliance and other relevant practices.
- Excellent data management skills and experience including implementing best practice in terms of file storage, data quality and integrity, enabling efficiency in core activities.
- Strong experience in developing digital maturity levels within an organisation including designing and implementing digital governance and establishing digital skills provision.
- Excellent influencing and interpersonal skills, specifically in collaborating with non-technical stakeholders across teams to determine requirements, evaluate solutions and deliver cross-organisational outcomes.
- Good numeracy and budgeting experience in the compilation and management of complex budgets and identifying, procuring and implementing cost effective solutions.
- Excellent written and oral presentation skills and experience and the ability to communicate effectively with a range of audiences.
- Ability to work flexibly and collaboratively and manage a busy and varied workload, responding appropriately to developing organisational needs and priorities.
- A proactive and solution focussed approach.
- Proven experience and ability in leading change and managing teams and individuals.
- A strong commitment to equality, diversity and inclusion.
- Current driving licence

Desirable:

- Knowledge and experience of a range of technical hardware including phone systems
- Knowledge of and experience with a range of key systems such as CRM, EPOS, Finance and HR including identifying and implementing integrations / interfaces.
- Project management and/or business analysis skills including process engineering.
- Charity sector experience
- A strong commitment to the work of Norfolk Wildlife Trust.

LIMITS OF AUTHORITY

Take full accountability for the implementation of team objectives and programmes, liaising with the line manager regarding direction and priorities
Sign purchase orders and commit expenditure to agreed limits.

HEALTH AND SAFETY

Attached with contract.

RISK ASSESSMENT

Provided with employment contract. Reviewed annually as part of Annual Appraisal.