

**JOB DESCRIPTION**

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| **Job Title:**  | Digital Transformation Officer  |
| **Employer:**  | Trustees of the Royal Air Force Museum  |
| **Responsible to:** | Head of Digital Experience |
| **Direct reports:** | Volunteers as Required |
| **Term:** | Nine-month fixed-term contract  |

**Purpose of the Role**

* The RAF Museum has just delivered a major redevelopment of its London site. The role of Digital Transformation Officer (DTO) will help the Museum build on this success and deliver the next phase of its development.
* The DTO role will work to raise digital literacy across the Museum, an essential requirement for the successful delivery of the Museum’s strategic five-year plan.
* The RAF Museum is committed to utilising digital services and tools to deliver on its five-year plan, the DTO role will assist in this at all levels of the Museum.
* The role will require flexibility, adaptability and resilience reflecting the mixed level of digital literacy across the Museum departments.
* The role presents an exciting and exhilarating challenge, conceiving, driving and delivering major innovation and cultural change within the Museum.
* The role will support and facilitate the Museum’s commercial activities.

**Job Functions**

**Digital Transformation Programme**

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|  | Support the Head of Digital Experience in leading the digital transformation programme. Initially this will include a cross department skills and literacy audit and production of a Digital Transformation Strategy and plan for the Museum.  |

**Digital Transformation Training**

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|  | Deliver targeted training for staff, raising digital literacy across the Museum, based on the findings of the audit, and in line with the agreed strategy and plan,* Work with internal and external training vendors to deliver relevant training and ensure the Digital Transformation Strategy and plan endures beyond the tenure of the DTO role.
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**Health and Safety**

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|  | Ensure that all team activities meet necessary standards and legislation relating to Health and Safety. |

**Management and Administration**

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|  | Meet objectives as defined in Museum-wide strategic plans, business plans and associated programmes. |
|  | Train, lead, motivate and advise departmental heads, ensuring the Digital Transformation agenda, is progressed successfully, Museum wide.  |
|  | Set and monitor objectives focused upon delivering digital skills and a high level of digital literacy from all staff. |
|  | Provide effective, timely reporting and risk management both in writing and through presentations and discussion. |
|  | Manage and oversee the work of external contractors, consultants and vendors as required. |
|  | Encourage feedback from staff and volunteers to ensure ‘lessons learned’ are shared with colleagues. |
|  | Deputise for the Head of Digital Experience on matters relating to the Museum’ Digital Transformation strategy. |

**Budgets and Resources**

* Provide effective financial management and reporting.
* Reduce operational costs and maximise resources whilst maintaining standards of products and services.

**Relationships**

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| * Ensure the Digital Transformation agenda is communicated effectively to all stakeholders, both internally and externally.
* Cultivate internal relationships that cross departments and demonstrate positive collaboration with all team members delivering museum-wide increase in digital literacy.
* Ensure staff and volunteers are integrated and informed using diverse and open communication channels.
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**Policies and Procedures**

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| * Comply with Health and Safety legislation.
* Adhere to organisational policies and procedures to protect people, the collections and the Museum’s reputation.
* Develop and maintain policies and procedures that support and deliver departmental objectives
* Professionally challenge procedures that do not add value to the organisation.
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**Personal Responsibilities**

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| * Demonstrate the Museum’s values in all day to day interactions with colleagues, working as a positive influence and role model, acting with integrity and professionalism and tackling challenges in a pragmatic and collaborative manner to bring staff and volunteers along with changes and developments.
* Protect the reputation of the Museum.
* Develop professional contacts and attend conferences, seminars, etc., to enhance professional skills and knowledge.
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**Hours and Physical Conditions**

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| * Temporary nine-month contract. Full-time, 40 hours per week, 5 days out of 7
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| * Weekend, public holiday and evening work will be required to support and supervise Museum activities.
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| * The post is based at the London site but work at all Museum sites (London, Cosford and Stafford) and at other venues in the UK may be required.
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*The above list of responsibilities is not exhaustive and you may be required to undertake other responsibilities as requested, appropriate to your grade. It is the practice of the Museum to periodically review job descriptions and to update them to ensure they remain up to date and relevant*

**PERSON SPECIFICATION**

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| **CRITERIA** | **REQUIREMENT** | **E/D** | **EVIDENCE** |
| **Qualifications** | Relevant qualification or equivalent experience of leading a digital transformation project within a cultural or heritage environment | E | Application, interview |
| Strong product and project management experience and qualifications (Agile and/or Prince 2). | D | Application |
| **Skills and Knowledge****Aptitudes** | Thorough knowledge of Digital Transformation issues and challenges, and the ability to explain these to internal and external stake holders.  | E | Application, interview |
| Demonstrable experience in delivering and sourcing training to raise digital literacy within a cultural or heritage environment | E | Application, interview |
| Demonstrable experience of working with complex, multi-disciplinary teams through organisational change | E | Application, interview |
| Demonstrable experience of forward planning, strategy development, budgeting and forecasting | E | Application, interview |
| Demonstrable experience delivering Digital Transformation activities and working effectively with senior management. | E | Application, interview |
| Use of relevant project management tools, such as Trello or Basecamp. | D | Application, interview |
| Able to systematically and logically identify and focus on priorities to achieve targets and manage multiple, competing workflows | E | Application, interview |
| Encourage collaboration and foster positive working relationships and partnerships | E | Application, interview |
| A personal commitment to fairness and equality of opportunity | E | Application, interview |

**E** – Essential **D** – Desirable

**Evidence**: Application, Certificates, Interview, Assessment