

## Job Description

**Job Title:** Head of IT

**Employer:** Trustees of the Royal Air Force Museum ('the Museum')

**Reports to:** Director of Finance and Resources

**Direct Reports:** 2 plus 3 indirect reports

### **Purpose of the Job**

- To consult on IT provision for the Museum.
- To work with the Senior Leadership Team to deliver the IT Strategy.
- Manage the development and implementation of integrated ICT initiatives to support corporate strategy.
- To develop, deliver and maintain all corporate IT infrastructures for Museum staff across 3 geographic sites.
- To consult on IT aspects of key projects for the Museum's 2018 Centenary and beyond.

### **Accountabilities**

- To evaluate the Museum's IT infrastructures covering both Back end in House systems (e.g. telephones, tills, office IT hardware & software,) and Front end House systems (e.g. Gallery AV, site Wi-Fi).
- To develop a management & maintenance plan for the Museum's digital and IT dependencies.
- To evaluate the Museum's IT infrastructure in respect to the Centenary master planning process.
- To support and facilitate the Museum's commercial activities.

## **Job Functions:**

- Lead, motivate and manage the cross-site IT team through ensuring agreed objectives are progressed to schedule and that key issues are addressed proactively.
- Lead the collaborative, dynamic planning process - prioritising the work that needs to be done against the capacity and capability of the team.
- Deliver projects and products using the appropriate project management methodology, learning & iterating frequently.
- Provide effective, robust IT planning. Including formal documentation and change management procedures.
- Review and management of IT related Service Level Agreements.
- Provide proactive risk management for the department.
- Provide effective, timely departmental reporting both in writing and through presentations and discussion.
- Continuously assess the progress of the department against the annual Business Plan and 5 year Strategic Plan and its objectives to ensure that agreed objectives are delivered.
- Encourage feedback and ensure 'lessons learned' are shared with colleagues and fed into new projects.
- To identify and implement staff training to ensure the digital strategy can be deployed in a timely and efficient manner.
- Maintain current IT systems across both back of end and front end functions.
- Identify, develop and deliver new systems taking advantage of developments in new technology.
- Identify IT services that can be managed more efficiently by external agencies.
- Ensure all products are built to an appropriate level of quality for the stage (alpha/beta/production).
- Develop and deliver any required operational handover of digital infrastructure to the operational teams at each site including any training required.
- Manage and oversee the work of external contractors and consultants.
- Manage the production of tender documents, the tender process and negotiate agreements for contractors, including OJEU.
- Ensure compliance with all relevant legislation, including CDM, WEEE, DDA and Health & Safety.

- Work with the Centenary team to develop a resilient IT infrastructure in respect to the physical development of the Hendon site.

### **Relationships**

- Ensure effective communication with all stakeholders, both internally and externally.
- Work closely with other departments to deliver museum-wide programmes and objectives.
- Cultivate internal relationships that cross team boundaries and demonstrate positive collaboration and problem solving with all team members.
- Cultivate external relationships to identify potential new partners.
- Build and maintain partnerships with relevant external contacts and stakeholders.
- Ensure IT initiatives are communicated effectively to all stakeholders, both internally and externally.

### **Budgets and Resources**

- Provide effective financial management and reporting.
- Minimise payroll costs while maintaining effective service to internal and external customers.
- Reduce operational costs and maximise resources whilst maintaining standards of products and services.

### **Policies and Procedures**

- Uphold both the spirit and letter of the Museums Association's Code of Ethics.
- Comply with Health and Safety legislation.
- Adhere to organisational policies and procedures to protect people and the museum's reputation.
- Develop and maintain policies and procedures that support and deliver departmental objectives.
- Comply with Collections Management Policies & Procedures.
- Professionally challenge procedures that do not add value to the organisation.

### **Personal Responsibilities**

- Support the Museum's values.
- Work as part of a team and support colleagues across the Museum.

- Protect the reputation of the Museum.

### **Hours and Physical Conditions**

- 40 hours per week, usually Monday to Friday.
- The post is based at the Hendon site but work at all Museum sites (London, Cosford and Stafford) and at other venues in the UK and abroad will be required.

### **Museum values and ethos**

The postholder will be expected to demonstrate the Museum's values in all their day to day interactions with colleagues. They will be a positive influence and role model, acting with integrity and professionalism and tackling challenges in a pragmatic and collaborative manner to bring staff along with them when they / the Museum makes changes and implements developments.

*This is a description of the job at present. The above is not intended to be a comprehensive list of key responsibilities or duties. Other related duties may be required from time to time. It is the practice of the museum to periodically review job descriptions and to update them to ensure that duties relate to the job then being performed. It is our aim to reach agreement to reasonable changes following consultation. However, if agreement is not possible the museum reserves the right to make reasonable changes after consultation.*

## PERSON SPECIFICATION

CRITERIA	STANDARD	E/D	EVIDENCE e.g. Application/interview/certificates
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Degree in Computer Science, Information Systems or other related field or equivalent work experience</li> </ul>	E	Application / Certificate
	<ul style="list-style-type: none"> <li>Appropriate project management qualification</li> </ul>	D	Application / Certificate
<b>Work Experience</b>	<ul style="list-style-type: none"> <li>Strong, hands-on experience of Windows Server (2008, 2012) and Windows 7/8/10 administration, configuration and troubleshooting</li> </ul>	E	Application / Interview
	<ul style="list-style-type: none"> <li>Advanced skills across the entire Microsoft Office productivity suite</li> </ul>	E	Application / Interview
	<ul style="list-style-type: none"> <li>Strong presentation skills</li> </ul>	E	Application / Interview
	<ul style="list-style-type: none"> <li>Strong financial management of capital and resource IT budgets</li> </ul>	E	Application / Interview
	<ul style="list-style-type: none"> <li>Proven experience in successfully managing and developing small teams</li> </ul>	E	Application / Interview
	<ul style="list-style-type: none"> <li>Proven project management experience</li> </ul>	E	Application / Interview
	<ul style="list-style-type: none"> <li>Working with change management procedures</li> </ul>	E	Application / Interview
	<ul style="list-style-type: none"> <li>Experience managing IT SLA's</li> </ul>	E	Application / Interview
	<ul style="list-style-type: none"> <li>Significant and recent industry work experience in a comparable environment</li> </ul>	D	Application / Interview

<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of standard networking protocols and network architecture</li> </ul>	E	Application / Interview
	<ul style="list-style-type: none"> <li>• Knowledge of Exchange server</li> </ul>	E	Application / Interview
	<ul style="list-style-type: none"> <li>• Knowledge of MS SQL Server database administration principles and architecture</li> </ul>	E	Application / Interview
	<ul style="list-style-type: none"> <li>• Knowledge of the Cabinet Office Security Policy Framework, ISO 27001 and CoBIT</li> </ul>	D	Application / Interview
	<ul style="list-style-type: none"> <li>• Knowledge of PCI Compliance</li> </ul>	D	Application / Interview
<b>Aptitudes</b>	<ul style="list-style-type: none"> <li>• Focused on outcomes; resilient under pressure</li> </ul>	E	Application / Interview
	<ul style="list-style-type: none"> <li>• Strategic planning and use of resources</li> </ul>	E	Application / Interview
	<ul style="list-style-type: none"> <li>• Takes responsibility for leading and innovating</li> </ul>	E	Application / Interview
	<ul style="list-style-type: none"> <li>• Builds and manages effective stakeholder relationships</li> </ul>	E	Application / Interview
	<ul style="list-style-type: none"> <li>• Problem solving &amp; lateral thinking</li> </ul>	E	Application / Interview
	<ul style="list-style-type: none"> <li>• Inspires commitment, pace and drive</li> </ul>	D	Application / Interview

E – Essential D – Desirable