Director of Information Technology
Operations Department
Competitive

The Royal Academy is in a period of significant transformation. As we approach our 250th anniversary in 2018, major investments are being made in our physical and technical infrastructure, our public programme and our engagement with a range of audiences.

We are in the early stages of delivering a new technology strategy for the RA, aiming both to transform digital experience for our audiences and ensure that we are able to integrate our customer and business data to most effectively serve them, by implementing a sophisticated CRM system and improve our core business systems. To do this, we are looking for an experienced Director of IT, who ideally has at least 10 years' experience and a bachelor's degree in science, engineering, business management or similar.

To be successful you will also have a mixture of IT technical and business systems expertise together with strong analytical and business-focussed skills and the ability to take a holistic, architectural view. You will have proven experience of transforming an IT function to be best in class and customer (internal and external) focussed. You will therefore have excellent project management skills and be able to demonstrate how you have taken a fragmented IT estate and successfully transformed it. You will lead on our key business systems architecture, providing clear strategic technical direction, guidance and leadership in the selection and adoption of new technologies, data management and reporting strategies. You will also oversee the technical infrastructure and desk top support team according to high standards of customer service.

You will have sound commercial acumen to ensure the selection of solutions meet the desired business outcomes, ones that will significantly enhance existing RA revenues and deliver new revenue streams from entirely new business lines targeted under the RA's strategic transformation program – to include ticketing software solutions and fundraising databases. You will need strong negotiation skills to ensure best value for the RA.

You will have excellent people management skills to lead a high performance team; you will lead by example, coaching and mentoring to unleash full potential.

You should combine passion for digital best practice and emerging technologies with a proven track record of designing and implementing technology solutions. You must demonstrate experience of managing medium to large projects on time and in budget. You must be able to communicate ideas with both technical and non-technical audiences and build relationships with both internal and external stakeholders.

To find out more about the role, please visit our website www.royalacademy.org.uk/careers

To apply, please send your CV with a covering letter, detailing your current remuneration and outlining how you meet the criteria to recruitment@royalacademy.org.uk

Candidates meeting our criteria will be invited in for interview. If you do not hear from us within 10 days of application, please assume you are unsuccessful on this occasion.

JOB DESCRIPTION

Job title: Director of Information Technology
Department: Operations
Reports to: Chief Financial Officer

MAIN OBJECTIVES

- Lead a business Transformation project to transform the RA's current fragmented Technology infrastructure to a simplified, coherent one fit for todays connected world
- Transform the RA's IT capability t be best in class and customer focussed
- Strategic overview on management of technology and media (audio visual) services
- Overall Management of the digital media & technology team and its development
- Introduction, development, maintenance and monitoring of technology governance
- Technology and media service provision to our customers to best industry standards, both internally and externally
- Identifying the technological requirements to support the strategic direction of the RA and transformation programme
- Oversee the technical design, content delivery and on-going operational management of business systems, media and infrastructure necessary to support the RA group digital aspirations
- Management of more efficient information storage and management systems across departments (both on- and off-site)
- Working with departmental heads to identify and deliver efficiencies across the organisation through enhanced technology provision

MAIN DUTIES

Lead the development and execution of the technical strategy for the Royal Academy

- Working with the Executive team and relevant members of RA staff, and external partners to:

    - Review, develop and maintain the technology strategy to meet the needs of the Business.

    - Anticipate future technology needs; identify proactive solutions and processes to support the business activities.

    - Evaluate emerging concepts and methods in the use and introduction of future technology and media. Identify potential future opportunities to support the business and enable the RA to be competitive.

    - Ensure operations plans, policies, procedures, and transition/migration plans are consistent with the overall goals and objectives.

    - Regularly review strategic and operational risks

- Ensure the technology choices of the RA either reduce risk or add value to the business.

- Overall responsibility for the information technology architecture and media delivery and for the RA

- Communicate effectively with staff and colleagues to identify needs and evaluate alternative business solutions and strategies.

- Champion change and effectively manage the implementation of new ideas

- Effectively communicate relevant Technology & Digital related information to users.

Responsible for the management of the technology team

Work with HR team to:

- Assess training needs and help select training tools for team members

- Create an environment where staff can be innovators and successfully achieve objectives.

- Provide effective team management, recruitment, retention, performance management and objectives for team members

- Promote a strong team ethic and culture of skill development and continuous improvement

- Manage the development of managers and staff, measure performance and set objectives

Manage the technology partnerships for the RA

The RA recognises that it will achieve its aspirations with the close inter-working with third party partners. You will work closely with partners to ensure that the overall Technology and Content strategy is achieved. Third party partners will include companies who will support the development of the web portal and the distribution of licensed content.

According to RA procurement procedure, establish and build relationships with vendors and suppliers, oversee all related purchasing and budget usage; work with Finance to develop budgets.

Support and oversee the on-going development and technical delivery of the customer-facing web portal, retail and CRM solutions

You will oversee the design, delivery and operational management of the customer-facing web-portal. Working closely with the RA's Product, Marketing, Development and Commercial teams, you will ensure that the technology that is selected and implemented supports the Customer Relationship Management (CRM) strategy, commercial and funding aims.

Responsible for governance

- Manage the development and maintenance of Technology governance for the RA

- Oversee the implementation of network and system security using recognised standards and best practice

- Oversee implementation and measurement of online accessibility standards for RA website and digital displays

- Oversee the management of content accuracy, process, controls and testing

- Oversees troubleshooting, systems backups, archiving, and disaster recovery and provide expert support when necessary

- Oversee the management of company help desk activities and resolve escalated issues if necessary. Performance monitoring and evaluation of digital media & technology activities

- Responsibility for capacity planning and scheduling supplier negotiations related to digital media & technology

- Ensure best practice for procurement, following the procurement procedures and policy. Measure return on investment, strive for best value and ensure procurement is evaluated over the lifecycle of each project or procurement

- Comply with all relevant Health & Safety policies, procedures and regulations and takes appropriate and reasonable care for the safety of colleagues and visitors to the Academy.

- Undertake any other duties that may reasonably be allocated by the Keeper or Curator or other senior officer.

Person Specification

- At least 10 years' experience of leading large scale IT projects

- Technology graduate (or equivalent)

- Experience of recruiting and managing full service IT function including digital development resource

- Experience of implementing interfaced applications and ideally customer relationship management solutions

- Experience of delivering customer facing website offerings and apps

- Experience of migrating in house systems to cloud based SaaS solutions

- Demonstrable track record in developing IT strategy and translating strategy into action; prior experience of leading technical transformation projects

- Strong commercial acumen, ability to identify and implement fit for purpose, holistic technical solutions, within time and budget

- Excellent people manager, to manage and motivate a technical team (both support and development) to deliver optimum performance with a strong customer service ethos

- First class written English to effectively communicate complex technological matters in layman's terms with colleagues, oversee technical specs and communicate with external suppliers

- Experienced negotiator to ensure optimum terms for the RA

- Well organised, strong project manager, comfortable working within challenging time frames