**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Head of Digital Design &amp; Delivery</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>IT / Digital Design &amp; Delivery</td>
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<td>Grade:</td>
<td>9</td>
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<tr>
<td>Accountable to:</td>
<td>Deputy Director, Enterprise Applications</td>
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<td>Accountable for:</td>
<td>Web &amp; Mobile Applications Team</td>
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<td></td>
<td>Digital Delivery Centre</td>
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<td>Student Placement Pool</td>
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**Purpose of the Post**

This post will manage teams tasked with developing and maintaining the Student and Staff digital user experience at the College. The Head of Digital Design & Delivery is responsible for both tactical and strategic development of digital solutions to simplify, automate and enhance services, digital content and end-user experiences for the University. They will manage the teams providing 2nd & 3rd line support for a suite of applications in support of digital content and online services. They will manage the team responsible for the quality and security of these solutions and safeguards the transition of solutions into production by applying robust testing disciplines and effective configuration management.

Through their extensive knowledge of portal, mobile and Customer Relationship Management technologies, the post-holder will drive the migration of online services to the most appropriate type and number of channels to ensure a seamless and enriched experience for students and staff.

The post-holder will develop and maintain a service supported by permanent staff and a pool of student placements to support professional services and Schools in the rapid, tactical digitisation and automaton of business processes.

The post will work closely with the Enterprise Architect in ensuring Architectural Standards and Principles relating to User Experience Design are developed, maintained and effectively enforced.

**Key Tasks**

1. Responsible for the creation, implementation and continuing oversight of the digital content and user-experience strategy, supporting architecture and roadmaps to ensure the selection or development, deployment and life-cycle management of appropriate digital development tools, in an optimal manner for the College.

2. Provision of strategic technical guidance to College leadership, including the Principal, CIO, CFO and other Executive members, to ensure that business benefits...
are derived from technology advances. This guidance will extend to briefing and supporting HoDs and Directors of Professional Service around using digital tools to drive business benefit developing better returns on investment of IT solutions.

3. Responsible for the implementation and management of the applications, services and tools required to deliver user portals, digital content and automation

4. Actively manage relationships with vendors ensuring awareness of technology roadmaps. Act as a liaison between the business, the IT Senior Management Team and key vendors, maintaining key relationships to the advantage of the College

5. Develop and implement IT policies and Architectural Standards with respect to User Experience Design and digital channels

6. Responsible for ensuring the delivery of technical controls and standards to ensure compliance with accessibility legislation for the College’s portfolio of digital content and services

7. Responsible for managing applications work and resource demands in an orderly manner, supplying resources for new projects and work requests and ensuring that solutions proposed are aligned with the applications strategy

8. Lead, manage and develop the Web & Mobile Applications team to maximise productivity, ensure the skills pool is current and relevant to the requirements of the organisation, enhance job satisfaction, promote career development and implement effective succession planning.

9. Provide full service delivery responsibility; undertake structured planning to ensure sufficient system capacity is made available, that renewal plans to replace obsolete or at risk technology are timely and that SLAs with the business are being met or exceeded.

10. Ensure the implementation of ITIL processes across a portfolio of applications and services.

11. Lead a portfolio of IT Enabled Change as a member of the IT Senior Management Team.

12. Keeps in close touch with and contributes to current developments in Higher Education focused digitisation within the College (maintaining knowledge to the highest level), own industry and in appropriate professional and trade bodies.

13. Is fluent at articulating best practice and is a recognised authority in their technical specialisms
Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The following list is not exhaustive, but the post holder will be required to liaise with:

- IT Senior Management Team
- Technical Service Owners
- Legal & Governance Services
- College Executive Board
- Industry and sector specific networks
- Appropriate professional and trade bodies