



# Job Description and Person Specification

## Summary

<b>Job title:</b>	Deputy Director of IT, Head of Web & Digital Services
<b>Area:</b>	IT Services
<b>Reference:</b>	EHM0298-0825
<b>Grade and Salary:</b>	£60,505 - £64,322 per annum. MG01 – MG03, Points 1 to 3
<b>Contract Type:</b>	Permanent
<b>Hours:</b>	Full Time (37 hours per week)
<b>Location:</b>	Ormskirk, Lancashire, L39 4QP
<b>Accountable to:</b>	Director of IT Services
<b>Reporting to:</b>	Director of IT Services

## **About the Department**

IT Services at Edge Hill University is a dynamic, collaborative department delivering innovative and resilient digital services and infrastructure. Comprising seven specialist teams, including Web and Digital Services, the department supports outstanding teaching, learning and research, and underpin all institutional business operations. We champion a values-led, service-driven culture that places student success and staff empowerment at the centre of our Digital Strategy.

## **About the Role**

This is a unique opportunity for the Deputy Director of IT Services, Digital Solutions to be at the heart of Edge Hill University's digital transformation, working in close partnership with senior stakeholders across the institution promoting a strategic and centralised approach to the provision of technology services and digital delivery aligned to the aims of the University. You will lead a highly effective Digital Solutions Division, a dedicated team of web and digital professionals, drive the adoption of cutting-edge technologies and modernise digital services to position Edge Hill University at the forefront of innovation in the sector, thereby enhancing the university's reputation, brand, and user experience. You will provide expert advice to the Board, Senior Exec, and University Committees, support and deputize for the Director of IT Services in their role to drive digital innovation, manage organisational and technical risk and compliance, to ensure excellence in the delivery of digital services.

This senior leadership role offers a transformative opportunity to shape and deliver a forward-thinking, integrated Digital Strategy. The Deputy Director will lead the Web and Digital Services division—delivering innovative web and digital solutions that enhance the University's profile, amplify stakeholder engagement, and ensure operational excellence. As Deputy Director, the post-holder will provide institutional leadership on digital service development, governance, and innovation. They will deputise for the Director of IT Services and contribute to institutional strategy via committees, boards, and project leadership roles.

Collaboration is central to this role. The post-holder will work closely with the Department of Marketing, Communications, and Student Recruitment (MCSR) to align digital solutions with strategic marketing and communication priorities, ensuring a seamless integration of technology and creative campaigns.

This role is a nexus of strategic digital leadership, customer experience, compliance, and transformation. It brings together user-centred design, operational insight, and digital-first thinking to ensure services are accessible, inclusive, scalable and future-

ready. The role also integrates digital practices such as data- informed planning, workforce enablement, and continuous improvement.

## **Duties and Responsibilities**

### **Leadership and Strategy**

1. Lead the delivery of a cohesive Digital Strategy aligned to University priorities, incorporating both academic and professional service objectives, with a key focus on supporting the Department of Marketing, Communications, and Student Recruitment (MCSR).
2. Advise senior leaders and executive committees on digital delivery, opportunity, and risk.
3. Shape the digital customer experience for applicants, students, staff, and stakeholders.
4. Promote digital innovation and culture across the University, leading on key initiatives, underpinned by accessibility, inclusion, security, and sustainability.
5. Influence University-wide strategic change and cultural transformation through digital engagement.
6. Lead institutional digital governance and compliance for Web and Digital Services.

### **Operational Planning**

1. Lead service planning for web and digital platforms, aligned with parallel developments across corporate applications, business systems, and learning platforms.
2. Oversee the lifecycle management of web services, digital tools and frameworks, and provide the technical lead for all institutional web services, ensuring continuous improvement, security, and service excellence.
3. Use digital metrics, analytics, and business intelligence to inform future planning and resource and development proposals.
4. Oversee the resources and operational budget for Web & Digital Services, ensuring effectiveness and efficiency.
5. Ensure that web and digital services meet legislative and compliance requirements including accessibility, data protection, and cyber security.

## **Leading and Managing Staff**

1. Lead, inspire, develop, and support a high-performing Web and Digital Services team of technical professionals in achieving the goals and objectives of their roles, promoting collaboration, innovation, and inclusivity.
2. Embed a continuous improvement ethos and provide a learning culture for professional development and digital upskilling.
3. Shape succession planning and internal mobility through modern performance frameworks and practices.
4. Ensure consistency and reliability of services whilst leading the team through change.

## **Collaboration and Engagement**

1. Lead on the communications to and digital confidence of stakeholders across the University.
2. Partner with the Marketing, Communications, and Student Recruitment (MCSR) teams to ensure a unified digital presence.
3. Act as key liaison with departments and faculties to integrate digital services with service delivery.
4. Support transformation initiatives across academic and professional services through digital solutioning and cross-system collaboration.
5. Develop and implement robust and effective vendor management processes, practices and procedures, focused on creating strategic partnerships with key suppliers, ensuring effective performance management and the delivery of value for money to the University.

## **Innovation and Impact**

1. Identify, investigate, and assess emerging technologies to identify how these can be incorporated into the Digital Strategy and the Technology Roadmap, aligned with and supporting the strategic objectives of the University.
2. Act as senior stakeholder for digital projects and transformation programmes, ensuring alignment with institutional objective and the University Strategy.
3. Promote enhanced digital engagement and provide creative solutions for students, staff, and external audiences.
4. Drive the coordinated adoption of AI and new technologies (intuitive UX, automation, personalisation, etc.) aligned with institutional objectives.

5. Support the delivery of the Digital Skills programme, ensuring students and staff have the skills and resources they need to fulfil the University's digital ambition.
6. Ensure Edge Hill's web services and digital estate reflects sector-leading practices.

### **Governance and Risk**

1. Develop and maintain appropriate policies, standards and governance within which Web & Digital Services, and the wider University, will operate.
2. Lead on accessibility, cyber, and technical compliance for web and digital services.
3. Oversee the implementation and support of secure service developments for web and digital systems

### **Other Specific Duties**

1. Deputise for the Director of IT Services in strategic forums.
2. Participate in the University's emergency management rota, ensuring continuity of digital services.
3. Adhere to all university policies and procedures, including those relating to equality, diversity, health and safety, and environmental sustainability.

In addition to the above all Edge Hill University staff are required to: adhere to all University policies and procedures; demonstrate excellent customer care; undertake appropriate learning and development; actively participate in performance review; encourage equality, diversity and inclusion; respect confidentiality; act in a sustainable manner; and proactively consider accessibility.

### **Eligibility**

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

## Person Specification

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

### Qualifications

Criteria	Essential or Desirable Criteria	Method of Assessment
A first degree	Essential	Application
Relevant higher degree, professional qualification or equivalent current experience working in a similar role for a large organisation	Essential	Application
Evidence of continuing professional development	Essential	Application

### Experience and Knowledge

Criteria	Essential or Desirable Criteria	Method of Assessment
Expert technical knowledge and experience of current web technologies and digital services in a large complex organisation	Essential	Application, Supporting Statement & Interview
Demonstrable experience of leading the delivery of a cohesive Web & Digital Strategy, demonstrable knowledge of supporting marketing, communications, and customer engagement	Essential	Application, Supporting Statement & Interview
Experience of lead a web and/or digital services team, creating a culture of collaboration and innovation	Essential	Application, Supporting Statement & Interview
Experience of successfully managing digital projects and delivering complex web service developments	Essential	Application, Supporting Statement & Interview
Experience of developing and managing stakeholder relations and building relationships to foster advocacy	Essential	Application, Supporting Statement & Interview

<b>Criteria</b>	<b>Essential or Desirable Criteria</b>	<b>Method of Assessment</b>
Experience of web accessibility, governance and technical compliance for web and digital services.	Essential	Application, Supporting Statement & Interview
Experience of preparing and managing strategy, action plans and budgets	Essential	Application, Supporting Statement & Interview

## **Abilities and Skills**

<b>Criteria</b>	<b>Essential or Desirable Criteria</b>	<b>Method of Assessment</b>
Expert technical skills and detailed understanding of current web technologies and digital services	Essential	Application, Supporting Statement & Interview
Ability to demonstrate a strategic solution focused analytical approach to problem solving that is adapted to the needs of the customer and the continued success of the organisation	Essential	Application, Supporting Statement & Interview
Ability to pivot and reprioritise work quickly to respond to emerging needs and opportunities	Essential	Application, Supporting Statement & Interview
Ability to work effectively under pressure, prioritise and meet multiple and sometimes conflicting deadlines	Essential	Application, Supporting Statement & Interview
Excellent written communication skills with the ability to produce clear, concise and articulate reports, policy and business documents	Essential	Application, Supporting Statement & Interview
Outstanding communication skills and ability to inspire, persuade, and motivate	Essential	Application, Supporting Statement & Interview
The ability to build positive relationships with all stakeholders	Essential	Application, Supporting Statement & Interview
Ability to work effectively on own initiative displaying flexibility, innovation and proactivity	Essential	Application, Supporting Statement & Interview

## Candidate Guidance and How to Apply

Join our team at Edge Hill University! We're looking for talented individuals to join our dedicated and supportive community and make a difference to our students. At Edge Hill we value the benefits a rich and diverse workforce brings and welcome applications from all sections of society.

### Have any questions?

For informal enquiries about this vacancy, please contact Mark Allinson, Director of IT Services at [Mark.Allinson@edgehill.ac.uk](mailto:Mark.Allinson@edgehill.ac.uk)

### Ready To apply:

1. Go to our jobsite - <https://jobs.edgehill.ac.uk/Vacancies.aspx>
2. Find the role you wish to apply for.
3. Click the "**Apply Online**" button on the job advert and follow the easy steps to prepare and submit your application.

### Key points:

- **Closing date:** Please refer to the advert for the closing date for this vacancy. Vacancies automatically close at 23:59pm [GMT]. Please note, that the University may on occasion close a post early if vacancies attract high volumes of applications; we therefore encourage you to prepare and submit your application in good time.
- **Next steps:** We'll contact you by email, usually within two weeks, to let you know if you have been shortlisted.
- **Shortlisting:** Information you provide on your application will be assessed against the person specification for this role. We encourage you to clearly show how you meet the requirements presented in the person specification. We encourage use of specific examples of your experience, knowledge and skills within your supporting statement(s).
- **Pre-employment checks:** Following offer, successful candidates will need to provide original proof of identity, qualifications and professional memberships, and evidence their right to work in the UK. You will also complete a pre-employment health questionnaire to support Edge Hill University make appropriate adjustments to support you in the role.
- **References:** You will be asked to provide details of two referees on your application form. References will be collected following issue of an offer of employment. Guidance on how to select your referees is provided on the form. The University may ask you for alternative or additional referees to cover your previous three years of employment during pre-employment



- **Start date:** A start date will be arranged after pre-employment checks are completed.