Job Description

Job Title	Chief Technology Officer (CTO)
Hours	28.8 hours per week (4 days / 80%), part-time, permanent
Reports to	Chief Executive Officer
Responsible for	Digital Product Lead, IT Support Engineer, Web Developer, Digital Data Analyst & Senior Developer (contractor)
Location	Remote / Hybrid (office in London)
Salary	£48,000 to £52,000 actual, depending on experience. (£60,000 to £65,000 FTE)

Team purpose:

The purpose of the digital development team led by the Chief Technology Officer (CTO) is to drive technological innovation and deliver high-quality digital products and services that align with Learning on Screens strategic goals. The team is responsible for executing the technology roadmap, managing projects efficiently, and ensuring robust quality assurance. By fostering collaboration with other departments and focusing on user-centric design, the team enhances user experience and operational efficiency. Additionally, they ensure data security and regulatory compliance, continuously improving processes and developing scalable solutions to support business growth and adaptability in a dynamic market.

Scope of the role:

The CTO at Learning on Screen is vital for advancing the organisation's technological vision and driving digital transformation. Reporting directly to the CEO and working closely with key executives, including the Chief Revenue Generation Officer, Chief Finance Officer/Company Secretary, and Partnership & Advocacy Director, the CTO is responsible for developing and executing a comprehensive product and technology roadmap that aligns with organisational strategic goals. This ensures that Learning on Screen remains at the forefront in educational media innovation. This role includes leading a diverse digital team, overseeing the development and maintenance of high-quality digital platforms and products, and fostering a culture of collaboration and continuous improvement. The CTO ensures system reliability, security, and performance, manages technology budgets efficiently, and maintains regulatory compliance. By harnessing emerging technologies and strategic initiatives, the CTO plays a crucial role in the long-term growth and success of Learning on Screen in the dynamic digital landscape. Driving the implementation of Learning on Screens strategic plan for 2023–2027 and beyond.

Core responsibilities:

Under the guidance of the Chief Executive Officer:

Technology Strategy Development:

- Develop and implement a comprehensive technology roadmap aligned with Learning on Screen's strategic objectives, driving digital transformation.
- Identify and integrate emerging technologies to enhance educational media services and maintain a competitive edge.
- Drive innovation and stay updated on trends in educational technology and media.
- Lead research and development efforts to create solutions addressing current and future media needs.
- Establish key performance indicators (KPIs) and metrics to measure the success and impact of digital initiatives.

Leadership and Team Management:

- Lead, mentor, and develop a diverse team of digital professionals, software developers, and engineers.
- Foster a culture of innovation, collaboration, and continuous improvement.
- Ensure the team has the necessary resources and skills to meet strategic objectives.
- Lead change management to ensure successful adoption of digital processes, best practice and transformation initiatives.
- Promote and manage documentation systems (e.g., an accessible Wiki) and foster a culture of open ways of working, including product demos and retrospectives.

Product Development and Management:

- Oversee the end-to-end lifecycle of digital products, including development, deployment, and maintenance.
- Ensure the delivery of high-quality, scalable, and user-friendly digital products and services.
- Collaborate with cross-functional teams to define product requirements, set priorities, and develop roadmaps.
- Continuously improve and optimise digital platforms to align with industry standards and user expectations.

- Lead the design and development of new digital products that align with strategic goals.

Technical Operations:
- Ensure the reliability, security, and performance of all technical systems and infrastructure.
- Implement best practices for software development, system administration, and cybersecurity.
- Manage technology budgets and resources efficiently.

Stakeholder Collaboration:
- Align product and technology initiatives with strategic objectives in collaboration with the leadership team.
- Communicate product and technology strategies and performance metrics to stakeholders, including the executive council (when required), staff, and external partners.
- Build and maintain relationships with educational institutions, technology partners, and vendors.

Cyber Security, Compliance and Risk Management:
- Ensure compliance with relevant regulations and standards in educational media and technology.
- Identify and mitigate technology-related risks to the organisation.
- Oversee cybersecurity strategies and risk management for digital initiatives.
- Collaborate with digital and security teams to protect digital assets, systems, and data against cyber threats.
- Establish robust security protocols, compliance frameworks, and contingency plans.

Data and Analytics:
- Develop and implement data initiatives to optimise digital products, platforms, and services.
- Ensure data integrity, security, and compliance with data governance frameworks.
- Leverage data insights to improve user experience and engagement on digital platforms.
- Utilise advanced analytics to drive innovation, personalisation, and performance optimisation.

Organisational Effectiveness:
- Develop and execute operational work plans and schedules, meeting specific milestones for delivery.

- Provide regular reports on work progress, using key performance indicators (KPIs) and organisational targets.

- Foster effective communication with other teams to ensure colleagues are aware of work.

- Collaborate with the CEO and CFO to effectively manage budgets.

- Ensure proper recording, processing, and maintenance of organisational knowledge and information in accordance with good administration practices.

General:

- Stay updated on relevant educational issues and developments impacting key audiences and the sector.

- Fulfil other duties as requested by the CEO.

- Attend and actively participating in team away days, performance, development, and training programmes.

- Adhere to organisational policies and practices as set out in the Staff Handbook.

- Take responsibility for the health, safety, and welfare of oneself, staff members, and visitors.

- Demonstrate commitment to ongoing professional development.

The job description is subject to occasional amendments and is not considered a part of the employment contract. Flexibility is required within the broad scope of the position.

Person Specification

The Chief Technology Officer is be expected to demonstrate the following:

Essential
Technical Skills and Experience: • Proven hands-on experience in writing code and contributing directly to development work. • Extensive experience in agile software development practices. • Strong technical proficiency in developing web applications, data analytics and cloud computing. • Demonstrated ability to oversee the full lifecycle of digital products from development to deployment and maintenance. • Strong understanding of software development best practices, including system administration and cybersecurity.

- Experience in creating and managing technical roadmaps and development processes.

Leadership and Management:

- Ability to lead by example and support the team in adopting and effectively implementing agile methodologies.
- Experience in mentoring and developing a small but diverse team of digital professionals.
- Proven ability to build effective relationships across the organisation to align the team with the wider organisational goals.
- Experience in leading change management initiatives to ensure successful digital transformation.
- Ability to create, manage, and optimize development processes to enhance productivity and quality.

Strategic and Analytical Thinking:

- Ability to develop and implement a comprehensive technology strategy aligned with business objectives.
- Strong analytical skills to monitor and analyse performance data, conduct regular assessments, and implement optimisation strategies.
- Experience in establishing KPIs and metrics to measure the success and impact of digital initiatives.
- Proficiency in translating business goals into actionable technology plans and roadmaps.

Stakeholder Engagement:

- Ability to effectively challenge and collaborate with the CEO and wider leadership team.
- Experience in communicating technology strategies and performance metrics to stakeholders, including the executive council (when required), staff, and external partners.
- Proven ability to build and maintain relationships with educational institutions, technology partners, and vendors.

Product Focus:

- Motivated by and able to articulate the value of technical work in terms of its impact on the organisation and its customers.
- Experience in gathering and analysing user feedback to inform product improvements and enhancements.
- Ability to prioritise and manage product development roadmaps to ensure alignment with strategic goals.

Security and Compliance:

- Knowledge of cybersecurity strategies and risk management related to digital initiatives.
- Experience in ensuring compliance with relevant regulations and standards in technology.

Data Skills:

- Experience in developing and implementing data strategies to optimise digital products, platforms, and services.

Innovative Mindset:

- Demonstrated ability to drive innovation and stay updated on emerging trends in technology and media.

Desirable

- Experience of charity or public sector
- Knowledge of the education sector
- Experience of working within a membership organisation
- Passion for audio- visual and moving image.
- Understanding of the value that moving image and sound have in enriching post 16 teaching, learning and research.
- Relevant qualifications
- Experience of working within or in partnership with the UKFHE sector