

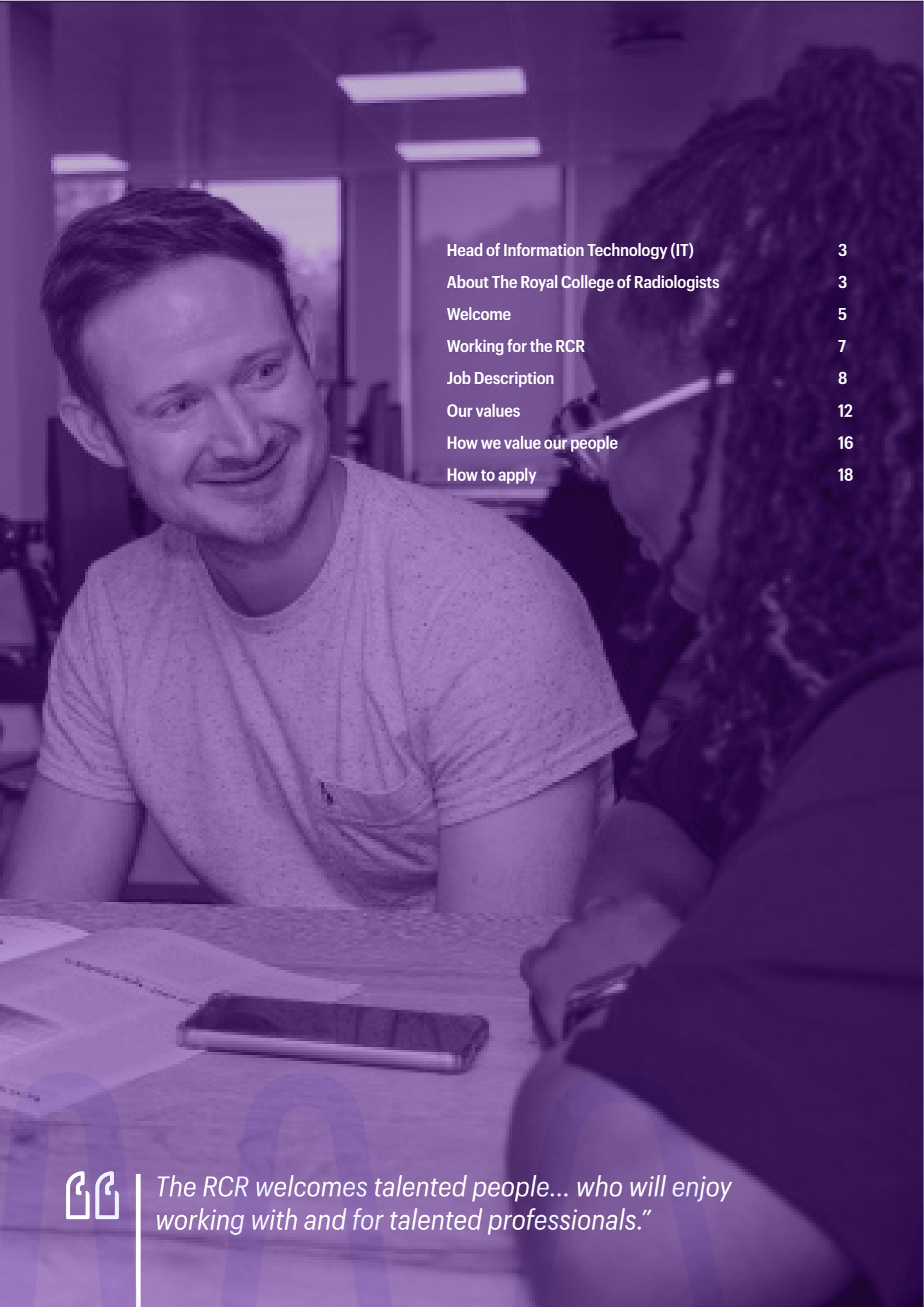


The Royal College of Radiologists

Head of Information Tech-
nology (IT)



The Royal College of Radiologists



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The RCR welcomes talented people... who will enjoy working with and for talented professionals."

Head of Information Technology (IT)

Salary:	£68,153 per annum, with pay progression up to £75,326 per annum within two years employment, plus excellent benefits
Location:	Central London, with flexible working
Hours:	Full-time/35 hours per week
Contractual status:	Permanent
Closing date for applications:	23:59 Sunday 19 May 2024
Interview date:	Shortlist interviews are scheduled for 24 May and selection interviews are scheduled for 31 May 2024 and will take place on-site at our central London office.

About The Royal College of Radiologists

Are you interested in making a real difference in the healthcare sector to improve imaging and cancer care for all?

At The Royal College of Radiologists (RCR), we're the leading professional membership body for clinical radiologists and clinical oncologists and a registered charity who educate and support doctors throughout their career. With over 14,000 members in the UK and internationally, together we're contributing to the advancement of each new generation of doctors and helping to improve patients' lives.

We require a broad range of skills and experience to deliver our strategic goal of increasing the clinical radiology and clinical oncology workforce, which will ultimately lead to improving imaging and cancer care services for all.

If you're inspired by our **strategy** and **values**, and are passionate about helping us meet our ambitious goals in an environment that celebrates differences, values diversity and recognises that everyone here plays a role in the success of the College, then we encourage you to consider a career at the RCR.



Welcome

Thank you for your interest in working with the RCR. I hope that you will find the information in this Candidate Pack useful, in addition to the content on our website: www.rcr.ac.uk

The last few years at the RCR have seen much growth and development. We have improved the range and quality of the services and support offered to our membership. We have grown the external profile of the RCR's work and increased awareness of the value of our medical specialities to patients and the public. We have created life-saving guidance and expanded our work globally to many different countries. We've revised how we train and examine our doctors to ensure they continue to be the best in the world, plus much, much more. We are ambitious to continue this success and build into the future.

Our Strategic Priorities from 2019 are:

Workforce

Support excellent, safe patient care by working collaboratively on team-wide standards across imaging and oncology. Define our doctors' professional needs for the future and shape sustainable workforce models for our patients and our specialties to realise them.

Be the experts

Highlight to the public and stakeholders the contribution our specialties make to safe, evidence-based and cost-effective patient care. Contribute meaningfully to the debate on the future of healthcare both in the UK and overseas.

Professional learning

Develop our educational offer to support our doctors to meet the challenges of practice, working with others where appropriate, sharing ideas where possible. Adopt new educational models rapidly to ensure continuing equity of access to high-quality products.

Membership value

Support all members and Fellows to deliver the best care for patients, for their entire career regardless of where or how they practice.

Our College

Shape a College that is demonstrably agile and responsive, accountable and open, supporting our specialties and the patients we treat.

The RCR is growing – in what we achieve, our income and our staff. We are a great team that focuses on improving the lives of patients through our doctors. Our culture is friendly and ambitious, underpinned by a continuing commitment to develop and support all our employees.

We are a *London Living Wage Employer* (www.livingwage.org.uk) not only for our employees, but also in respect of our contractors.

The RCR welcomes talented people who share our ambition, commitment who will enjoy working with and for talented professionals.

I look forward to hearing from you.

Yours sincerely



Working for the RCR

The RCR is a membership body and a registered charity. The trustee board (Council) is mainly made up of practising clinical oncologists and clinical radiologists and is accountable to the membership at large. Each specialty has its own Faculty which agrees policy and the range of support, advice and guidance offered to doctors in the specialty. The executives of the RCR are the eight Officers (doctors) who work closely with the senior management team (the Chief Executive and Executive Directors for Education, Professional Practice and Business and Resources) supported by about 100 other employees.

The Business & Resources Directorate/ IT Team

We have embarked on a plan to significantly upgrade our digital landscape and realise our ambitions for improving service and building capacity for business growth. We have new application developments and infrastructure changes underway, the financial resources to make it work and we need a Head of Information Technology leader to help us complete this journey and support business growth.

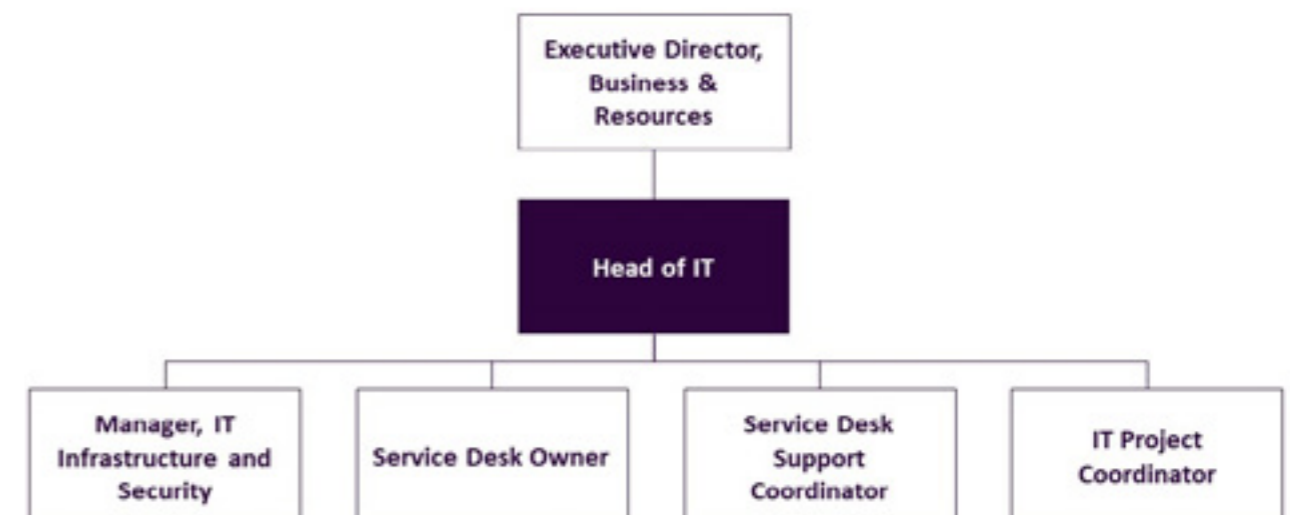
The RCR is redesigning its digital footprint to move to a more flexible and user centric services model with best-of-breed applications that share

data, share common customer delivery goals and standards and feed our data warehouse. Our applications will be cloud-first. We have embarked on a business wide process reengineering project coupled with the building of new applications to support those new services.

We expect you to bring your experience from a membership or professional body to guide the business through this transition and ensure we are successful, and to shape the set-up of IT function to get the most from our applications ongoing. You will be able to demonstrate how you have provided advisory and support services that are fit for purpose in other businesses with a combination of in-house and external partners. You will understand how to manage risk with pragmatic and proportionate solutions and be knowledgeable about the key risks facing the business.

If you are an outward facing IT professional with high standards, who puts the users and business needs first and wants to grasp and deliver this ambitious strategy, we will welcome your application.

Where the job fits





Job description

Job title:	Head of Information Technology (IT)
Responsible to:	Executive Director, Business & Resources Manager, IT Infrastructure and Security
Responsible for:	Service Desk Owner Service Desk Support Coordinator IT Project Coordinator
Contract terms and hours:	Permanent, full time
Location:	63 Lincoln's Inn Fields, London WC2A 3JW with flexible working

The role

Overall purpose

The Head of IT leads the strategic efforts to ensure that the RCR's information and digital services and technologies are fit for purpose, efficient and effective. This role blends strategy with operation, responsible for ensuring that the RCR's IT infrastructure and security is developed and implemented in a way that supports our strategic objectives, working closely with teams across the organisation to deliver this work.

In addition to the strategic remit of this role, the post-holder will also be responsible for maintaining an excellent IT support service to the organisation for business as usual and advice on improving business outcomes. They will also ensure appropriate oversight and policies are in place to protect the organisation and manage risk.

Main areas of responsibility

- Strategy and development
- Resource and services management
- Risk management
- Team leadership
- General

Responsibilities

a. Strategy and development

1. Lead the strategic development of the IT function by developing a clear understanding of the organisation's future needs and strategic priorities and ensuring our data, applications, communications and other information services anticipate and develop in line with those requirements.
2. Develop and deliver a strategic plan (looking up to five years ahead) for the IT function, ensuring the future IT needs of the organisation will be met. Demonstrate the effectiveness, good value and sustainability of the plan to secure approval from senior stakeholders.
3. Consider the resourcing and capacity requirements for the team in order to meet the long-term plans for the future and develop business cases as appropriate to secure the resource required.
4. Galvanise the team around the strategic plan, enabling them to identify and take ownership of the part they play in its delivery.
5. Having set the strategic direction for the function, develop in year operational plans to implement and execute that strategy within agreed resource and budgets.
6. Identify, develop and implement metrics and measuring to monitor outputs against both strategic and operational

plans to track progress and demonstrate the value being added to the organisation.

7. Build and lead internal and external networks to understand any opportunities and threats to the IT function, business services and user experience and respond to these appropriately.
8. Undertake regular horizon scanning to keep abreast of developments and best practice within the IT space, understand their impact within the RCR's context and take appropriate action to ensure we are at the forefront of developments and are able to maximise the experience and service delivered.

b. Resource and services management

9. Develop an in-depth understanding of our internal IT and systems infrastructure, advising the business on how it needs to develop to keep up with changing business needs whilst maintaining an environment that delivers excellent user experience.
10. Define and recommend the optimum way of balancing inhouse and outsourced services to meet the businesses requirements, developing and implementing a delivery plan to achieve this.
11. Advise stakeholders on how technology and applications can support delivery of RCR and departmental objectives, working with them to develop a business case and operational plan to implement solutions.
12. Ensure appropriate IT change processes are in place and advise stakeholders on their application ensuring they are supported to process contracts and other activities associated with the change.
13. Establish and maintain good vendor, contract management and procurement practices and processes to meet the businesses requirements and demonstrate good value and cost-effective service provision.
14. Lead and develop the RCR's programme and change boards to maintain effective oversight of changes to IT applications and digital services.
15. Ensure the IT team delivers excellent customer service to all internal stakeholders, demonstrating comprehensive user and application support to agreed standards.
16. Arrange, negotiate and manage third part providers to bolster the service delivered as necessary.
17. Lead the team in developing, reviewing and implementing effective and efficient internal processes and procedures to carry out their work.

c. Risk management

18. Create and maintain effective IT Business Continuity (BC) and Disaster Recovery (DR) plans that ensure the RCR can respond to challenges ranging from minor disruptions to major events whilst continuing to operate within agreed parameters.
19. Ensure the RCR's risk register reflects IT risks and relevant mitigation steps in line with the risk management policy. Ensure that any agreed mitigation steps are executed effectively and in a timely manner.
20. Take responsibility for IT governance controls, developing and maintaining activities to ensure the College protects personal data, maintains high standards of data integrity and quality and optimises its use of data as an asset.
21. Ensure appropriate IT policies and procedures are in place across the business, including those relating to information security, cyber security and payment card industry (PCI) compliance.
22. Ensure that IT team operates a timetable to review and amend established protocols, standard procedures and business processes and that these are all defined, adhered to and monitored.
23. Work with the team to monitor compliance with IT policies, highlighting and responding appropriately to misuse, abuse or vulnerabilities.



d. Team leadership

- 24. Provide leadership to the IT team, galvanising them around the goals for the function, ensuring they understand their roles within operational plans and motivate them to deliver a high-quality service to the organisation.
- 24. Lead, develop and motivate the team and individuals within it to deliver expected outcomes and seek improvement on a continuing basis.
- 24. Performance manage and develop the IT team in accordance with RCR policies and the Scheme of Financial, Contractual and HR Delegation.
- 24. Lead the IT team in ensuring all staff adopt fully and consistently College-wide processes and policies.
- 24. Recruit excellent individuals into the team to support the delivery of agreed outcomes.
- 24. Promote effective relationships and communication between the IT team and the RCR user community to ensure that the information services continue to meet changing business need.
- 24. Manage records (attendance and absence) of direct reports using the RCR's electronic HR system.

e. General

- 25. Develop, agree and manage the IT revenue and capital expenditure budgets to meet agreed business needs, ensuring all IT expenditure is consistent with budget and policy requirements.
- 26. Maintain and manage records in accordance with the RCR's data protection policy and guidance.
- 27. Maintain documentation on all activities carried out.
- 28. Undertake such other duties appropriate to the level of the postholder's qualifications and experience as may be required by the RCR from time to time.



Key working relationships

Internal working relationships

- Senior Leadership Team – to ensure alignment with Strategic Priorities, work programmes and achieving leadership buy-in
- IT Team – working together to provide an excellent customer experience.
- Business and Resources team – working collaboratively to enhance service users experience
- RCR staff.
- Project Management Office (if/when created) – to collaborate on delivering small change projects and to provide technical insight into business programmes.
- The elected Officers and committee stakeholders – provide project updates, arrange training on new systems, provide guidance and IT support for their work in support of the RCR.

External working relationships

- External contacts
- External platform and infrastructure support providers – manage the business relationship and act as an escalation point to resolve any issues or disputes.
- Use networks of external contacts (eg the Royal Colleges' IT Managers group) to supplement own professional advice and knowledge relevant to the RCR, professional bodies or other related health charities.

Scope and limits of authority

Decision making level	<ul style="list-style-type: none"> • Business as usual – decide how to delegate and spend approved budget to deliver agreed outcomes. • Project and programme work – propose complete solutions to Senior Management and project & programme boards to approve.
Financial resources	<ul style="list-style-type: none"> • Manage revenue and capital budgets (and contracts) in line with the Scheme of Delegation.
Other resources	<ul style="list-style-type: none"> • IT infrastructure including contracted services • All applications and digital services in use including the CRM • Communications systems (inc voice, internet and Teams) tools
People management	<ul style="list-style-type: none"> • Four full-time direct reports
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Ensure the RCR's Human Resources (HR) policies and practice are compliant with employment legislation. • Ensure activities are compliant with GDPR, PCI and relevant data/web security standards.



The person

Essential (E) or
Desirable (D)

Knowledge, qualifications and experience	
Demonstrably strong understanding of enterprise technology solutions in a digital world	E
Skilled leader and staff manager , able to bring together, motivate, co-ordinate and develop a team	E
Experience of setting, agreeing and implementing a strategic plan for a similar sized organisation	E
Knowledge and experience of project management theories and systems	E
Recognised IT Exor project management qualification	D
Skills and abilities	
Accurate use and understanding of English.	E
Demonstrably effective leadership skills, ideally in the context of a business partnership	E
Effective interpersonal skills, and ability to negotiate with and influence colleagues across the RCR.	E
Strong strategic analytical and evaluative skills to grasp and convey the solutions to complex clearly to different audiences	E
Ability to plan and prioritise a substantial programme of work, and handle competing demands	E

Other Requirements

To be able to apply candidates must be able to also fulfil the following requirements:

- Candidates must have the right to work in the UK to be able to apply for positions at the RCR
- Accurate use and understanding of English.
- Commitment to equality and valuing diversity and understanding of how this applies to delivery of own area of work.
- Commitment to the aims and charitable objectives of the RCR.
- Self awareness.
- Enthusiasm for learning and development and taking on new tasks.
- Committed to own continuing professional development.
- Demonstrable commitment to providing a professional customer service to colleagues, members and stakeholders.
- Ability to maintain confidentiality and information security in line with our data protection policy and guidance.



Our values



People focus

We treat everyone fairly and with respect, actively listening and responding appropriately, while recognising individual differences.



Integrity

We are open, honest and transparent. We strive to reflect and learn from experience in every area of our work to deliver the right outcome.



Making a difference

We strive for excellence. We make a difference by setting standards and empowering our membership and our staff through personal development and lifelong learning.

We recognise that patients' best interests underpin everything we do.



Behavioural competencies

The RCR's Competency Framework defines the behavioural competencies required from all staff to contribute effectively in their role and within the wider organisational team.

Communicating effectively

The success of the College depends on how it communicates with its membership and other stakeholders. Employees need to know their audience(s) and communicate with them in a way which meets stakeholder needs and expectations as far as possible.

Working together

The College's effectiveness and reputation depends on efficient and collaborative working, both within and beyond the team. This includes all employee colleagues, Officers, other Fellows and members and often others outside the College.

Personal effectiveness

The College is most effective when employees take ownership of their work, understand the context of that work, deliver effectively to achieve required results and demonstrate a positive attitude to taking on additional responsibilities or learning new skills.

Customer focus

We should all provide excellent services to all customers but notably to the membership and staff colleagues. Focusing on those and other customers, and understanding and responding appropriately to their needs, is key to the success and sustainability of the College.

Embracing change

We must all play a part in ensuring that the offer the College makes continues to be effective and relevant in meeting customer needs. This will involve changes to what we do and how we do it. We all need to play our part in embracing change.



How we value our people

Benefits

We offer all our employees a fantastic range of benefits to help you enjoy a great work-life balance, look after your wellbeing and plan for the future.

A modern and welcoming working environment

We've made sure our office in a prime central London location is a destination people want to come and work in – it's open-plan and spacious, with areas for meetings, collaborative working and concentrated workspaces. We also have kitchen facilities well-stocked with plethora of teas and two very fancy coffee machines for everyone to use

There are lots of things going on when you come in too, including learning and development sessions with doctors talking about their work, tea and cake get-togethers, free massages monthly and monthly town hall meetings where staff can share updates and ask questions. We even have our own social committee and organise regular fun events, which are a great way for you to get to know your co-workers.

Excellent pension scheme and life assurance

We like to help our staff save for the future and provide an excellent employer pension contribution. We also have a life assurance and personal accident policy which covers all employees up to four times their annual salary.

Hybrid working

At the RCR we only hire great people, and we value being able to bring everyone together to bond, build great working relationships and

generate amazing and innovative ideas.

We embrace remote working, and our staff are able to work remotely for up to 60% of their working time, with 40% in the office. All staff are provided with a laptop to allow them to work remotely, along with equipment such as desks and chairs to make sure they're comfortable when working from home. Our offices are open throughout the working week though, and staff are always welcome to come in as often as they wish.

Wellbeing support

We like to make sure everyone at the RCR is supported, both professionally and personally, so in addition to our excellent line managers and supportive HR team, we've invested in training a number of dedicated staff members passionate about mental Health as Mental Health First Aiders. We also provide an Employee Assistance Programme, that's has a 24/7 helpline so if you ever have any personal problems or concerns, there's always somewhere to turn for help and advice.

Generous annual leave allowance

Working hard is important, but taking a break matters just as much. Everyone starts with a 25-day annual leave allowance per year and that increases with service too.

Interest-free season ticket loan and cycle to work scheme

To make sure you're able to get into the office in the way that best suits you we offer all staff the option to take out an interest-free season ticket loan to help cover the cost of travelling, as well as a cycle to work scheme for those of us who like to be more active on their commute. If you



do choose to cycle in, we have somewhere safe to leave your bike and showers to use if you want to freshen up before work.

Festive spirit

We know taking a break at the end of the year is important to our team. To ensure everyone gets a well-deserved rest to spend time with loved ones, we usually close our office between the Christmas and New Year period – gifting the extra days off to all staff, in addition to their usual annual leave.

Making a real difference

In addition to all the great benefits we've listed above, we believe the main reason people want to join the RCR is because you also get to go to work knowing your role has an impact on the lives of doctors and patients.

Equality and diversity

Every day, our colleagues are making a difference by helping to improve imaging and cancer care for all. This starts by having the best talent, and that is only possible with a diversity of thinking, diversity of background and experience, and diversity of skills.

Diversity means better ideas, better solutions and more innovation. It's why one of our key priorities is to ensure our workforce reflects the communities we serve.

We're committed to creating an inclusive workforce and working environment for us all to enjoy – where everyone is able to bring their whole self to work to create change and reach new heights of creativity.

You can find our equality, diversity and inclusion commitment [here](#) as well as our equality and diversity policy [here](#).



Great purpose, great people, great working environment and clear direction of travel."

How to apply

The closing date for applications is 23:59 Sunday 19 May 2024.

Please submit a CV and a covering letter of no more than a page and half, together with a completed **Diversity Monitoring Form**.

It is important that your covering letter includes a clear statement in support of your application, which demonstrates how you meet the essential (and, where applicable, desirable) criteria described in the table entitled 'the person'.

We expect you to meet the points listed under "other requirements" of the Person Specification as a pre-requisite for applying for this position. However, you are not required to address these points in your written statement. We will explore them further if your application is taken to the next stage(s) of the recruitment process.

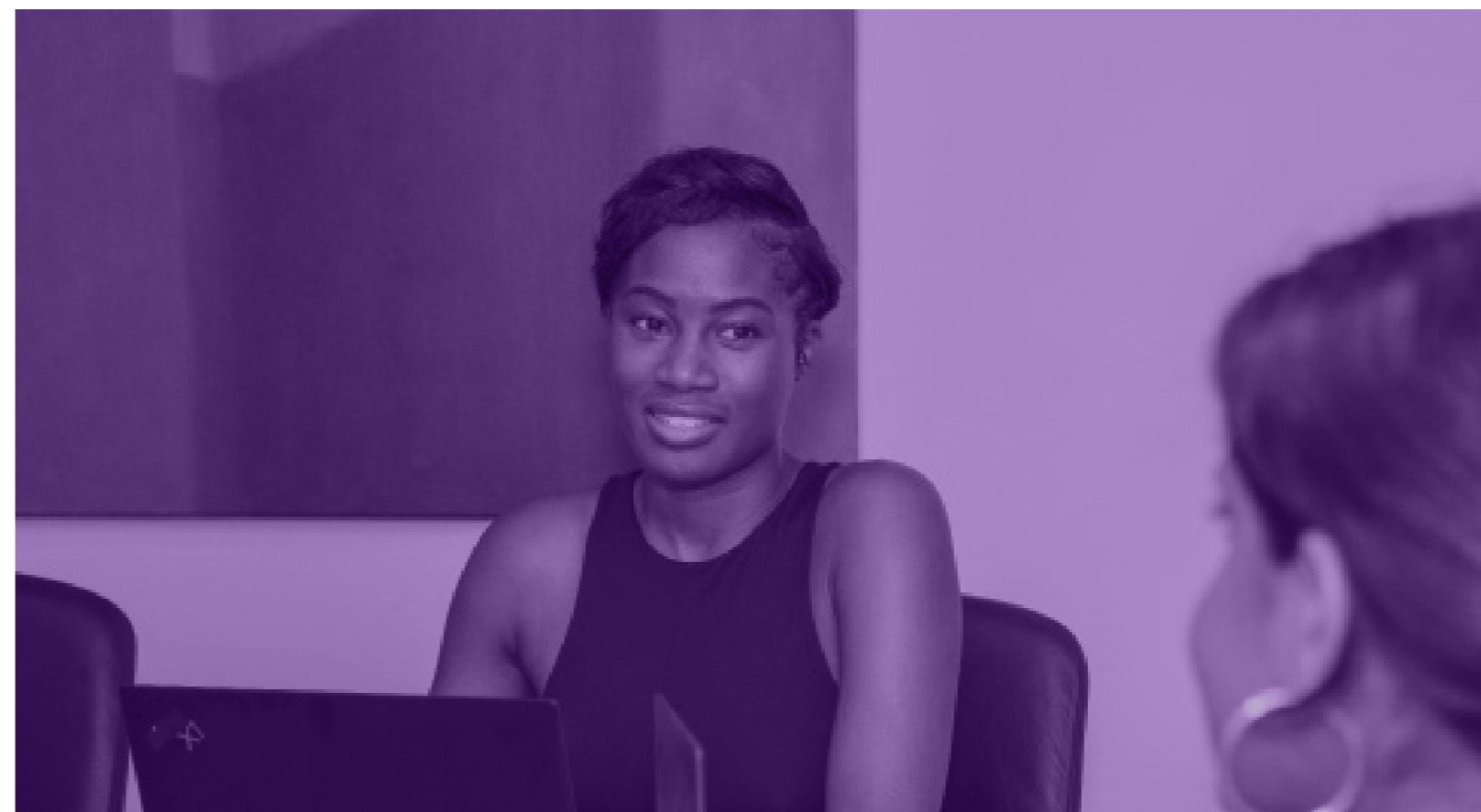
The application process is the first chance we have to assess your suitability for the role you're applying for, and as such, we ask that your application is written by you, and that you do not use AI tools such as ChatGPT to create your application. Where we suspect AI tools have been used to create your application you unfortunately won't be shortlisted for the next stage of the recruitment process. We hope that you respect this request in line with our value of integrity **Values & strategy | The Royal College of Radiologists (rcr.ac.uk)**

Applications should be emailed to jobs@rcr.ac.uk

If you have not heard further from the RCR within a fortnight of the closing date, you should assume that you have not been shortlisted for interview on this occasion.

Shortlisted candidates will be invited to attend first stage interviews on 24 May 2024.

If you consider yourself to have a disability and require a hard copy pack or a different format, for example large print, please contact the HR team at jobs@rcr.ac.uk





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