



JOB DESCRIPTION

Post: Head of IT
Responsible to: This post reports to Director of Finance

SUMMARY

The Head of IT is responsible for overseeing the Cathedral's technology environment and information governance framework. Working closely with the senior leadership team, and managing a small team, the postholder provides expert advice on digital risk, technology investment, and regulatory compliance, ensuring that systems, data, and digital services are managed effectively within a complex organisation that combines heritage estate management, charitable activity, worship, music, education, and visitor operations.

Canterbury Cathedral is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All post holders and volunteers are expected to share this commitment

PRINCIPAL DUTIES

The role provides strategic leadership and operational management of the Cathedral's technology, digital systems, and information governance. The postholder ensures that IT infrastructure, cyber security, and digital services support the Cathedral's worship, administration, music, events, visitor engagement, and charitable activities.

Responsibilities include developing and delivering the Cathedral's IT and digital strategy, managing systems and technical support for staff and volunteers, and ensuring reliable and secure technology across the organisation..

KEY RESPONSIBILITIES

Strategic Leadership and Digital Development

- Develop and implement the Cathedral's IT and Digital Strategy, aligned with organisational priorities and mission.
- Advise SLT on digital development, cyber security risks, and technology investment.
- Identify opportunities where technology can improve organisational efficiency, visitor engagement, and outreach.
- Contribute to organisational strategic planning as a member of the senior management team.

IT Infrastructure and Systems Management

- Manage and maintain performance, availability and security of the Cathedral's IT infrastructure, including:
 - Networks and connectivity
 - Servers and cloud platforms
 - Telephony and communications systems

- End-user devices
- Ensure reliable operation of key systems including:
 - Office productivity platforms
 - Finance and HR systems
 - CRM, e-commerce and fundraising systems
 - Visitor management and ticketing systems
 - Website and digital services
- Maintain robust backup systems, disaster recovery procedures, and business continuity planning.

Cyber Security

- Lead the Cathedral's approach to cyber security and digital risk management.
- Implement and maintain cyber security policies, procedures, and controls.
- Monitor threats and vulnerabilities and coordinate responses to cyber incidents.
- Promote cyber security awareness and good digital practice among staff and volunteers.

Data Protection and Information Governance

- Work closely with the Organisation's DPO to ensure compliance with UK GDPR, the Data Protection Act 2018, and other relevant legislation.
- Maintain records of processing activities and ensure that data retention policies are enshrined in our activities.
- Lead data protection impact assessments (DPIAs) for new projects and systems.
- Respond to subject access requests and other data rights requests.

Service Delivery and IT Support

- Ensure effective IT support for staff and volunteers and partner organisations.
- Manage helpdesk or technical support services.
- Provide training and support for digital systems and tools.

Audio-Visual and Worship Technology

- Oversee technical systems used in worship services, concerts, recordings, and events including:
 - Audio-visual infrastructure
 - Livestreaming and recording systems
 - Digital display systems
- Work with the Music Department, Liturgy Team, and Events Team to ensure reliable technology provision.
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Projects and Digital Innovation

- Lead IT and digital transformation projects.
- Manage system upgrades, migrations, and new technology implementations.
- Support initiatives that expand the Cathedral's digital reach, including online engagement and hybrid worship.

Heritage and Estate Integration

- Work with the Estates team to ensure IT installations respect the historic fabric of the Cathedral building.
- Ensure infrastructure is installed sensitively within a Grade I listed, and scheduled monument building environment.

Supplier, Contract, and Budget Management

- Manage relationships with IT suppliers, managed service providers, and contractors.
- Oversee procurement of hardware, software, and digital services.
- Manage the Cathedral's IT budget and ensure value for money.
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Governance and Compliance

- Develop and ensure compliance with IT and information governance policies.
- Contribute to organisational risk management relating to technology and data protection.
- Support internal and external audits where required.
- Ensure compliance with safeguarding and charity governance requirements.

PERSON SPECIFICATION

The Cathedral's four core values; Compassion, Collaboration, Commitment and Curiosity embody our Community Culture which is the way we do things and the way in which our community should live and work together. The person will be expected to uphold these values and demonstrate the commitment to creating a positive, inclusive and respectful community at Canterbury Cathedral, where everyone can flourish and contribute to making real in this place the gift of 'life in all its fullness'.

The personal specification below indicates the qualifications, experience, knowledge, and skills required to undertake the role effectively.

Essential Experience

- Significant experience managing IT infrastructure and digital systems in a complex organisation.
- Developing and implementing IT or digital strategies.
- Managing cloud platforms (e.g., Microsoft 365 or equivalent).
- Implementing cyber security practices and controls.
- Working with data protection legislation and information governance frameworks.
- Managing IT suppliers, contracts, and budgets.
- Delivering or managing IT projects.

Essential Qualifications

- Degree in Information Technology, Computer Science, Information Systems, or related discipline, or equivalent professional experience.

Desirable Experience

- Acting as a Data Protection Officer or Data Protection Lead.
- Working in a charity, church, education, or heritage organisation.
- Supporting audio-visual systems or livestreaming technology.
- Working within historic or listed buildings.
- Implementing CRM, fundraising, or visitor management systems.
- Knowledge of the practices and principles of ISO27001 for managing data risk in information security management systems.

Technical Skills

- Network and infrastructure management.
- Cloud platforms and collaboration systems (e.g., Microsoft 365).
- Cyber security frameworks and best practice.

- Data protection and information governance processes.
- Backup, disaster recovery, and business continuity planning.
- Audio-visual or digital media systems (desirable).

Leadership and Personal Attributes

- Strategic thinker able to align technology with organisational needs.
- Strong communication skills and ability to explain technical and legal issues clearly.
- Strong organisational and project management skills.
- Ability to work collaboratively with clergy, staff, volunteers, and external partners.
- Discretion and integrity when handling confidential information.
- Ability to balance strategic planning with operational responsibilities.
- Ability to foster a collaborative, customer-focussed culture within the IT function.

Other Requirements

- Willingness to occasionally work evenings or weekends to support major services and events.
- Commitment to safeguarding policies and procedures.
- Empathy with the mission and ministry of the Church of England.
- Resilient and flexible.
- Calm under pressure, with a positive and solution-focused attitude.
- Ability to influence others to achieve required outcomes.
- Able to build strong relationships both internally and externally.
- Self-starter and ability to work with minimal supervision.

LOCATION

Canterbury Cathedral Precincts

EQUALITY STATEMENT

The Dean and Chapter recognises that discrimination and victimisation is unacceptable and that it is in the interests of the organisation and its employees to utilise the skills of the total workforce. It is the aim of the organisation is to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation.

This job description is provided to assist the post holder to know their principal duties. It may be amended from time to time in consultation with the post holder, by, or on behalf of, the Head of the Department, without change to the level of responsibility appropriate to the grading of the post.

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