

March 2024

Dear Applicant,

**Re: Head of IT**

Thank you for your interest in working for the Royal College of Pathologists.

Pathology is at the heart of modern healthcare. Pathologists work to prevent, diagnose, treat and monitor diseases and are involved in the diagnosis of disorders affecting every organ of the body, from before birth to after death. The majority of tests requested by doctors will be performed and interpreted by a clinical scientist or medically qualified pathologist.

This is a fantastic opportunity to join a royal medical college whose members are at the forefront of tackling the COVID-19 pandemic and furthering high standards of patient care and safety.

**About you**

The Royal College of Pathologists is seeking a Head of IT to lead the IT strategy and operational management of the IT function. The post holder will have a proven understanding of technology transformation and the opportunities this can provide for the College. The role will be responsible for shaping and executing the IT strategy to support the overall business objectives and strategic plans, while at the same time taking an active lead on the operational aspects of IT and AV support services. Reporting to the Director of Corporate Services, the Head of IT is a highly visible and leading role and will work closely with all departments and the Senior Management Team.

Currently embarked on an organisation-wide technology transformation project, this will be a primary initial focus with the aim of being more connected, efficient, and providing more effective member services. The Head of IT will be pivotal in ensuring delivery of technology driven aspects of the College wide project and future projects by horizon scanning for new technologies and ways of working that can continue to improve the College's operations.



The role requires excellent personal communication skills, commitment to customer service and management expertise to lead a small team. Apart from the internal College projects and services, the IT and AV department provides event support for commercial events on site.

All of the College IT and AV services are supported via a service desk. The Head of IT is responsible for ensuring that daily operations run smoothly, and any issues identified are resolved swiftly and effectively. Responsibility and experience at a technical level for networks, IT security, AV systems as well as MS365 solutions is a pre-requisite. Being part of a small team, it is expected that the Head of IT will take a hands-on approach where required.

*Please note this role will require significant on site presence.*

Interviews are currently Scheduled for Friday 12 April 2024 and Monday 15 April 2024.

To apply, please send a CV and completed supporting information form to [recruitment@rcpath.org](mailto:recruitment@rcpath.org) by 9am Monday 8 April 2024.

**Please apply as soon as possible to ensure your application is considered.** If you apply for the post, I would be grateful if you would complete an optional anonymous diversity monitoring questionnaire to enable the College to monitor the diversity of applicants: [RCPath Diversity Monitoring Questionnaire](#).

If you would like to speak to someone about the role, please contact HR in the first instance on 020 7451 6700, or via [recruitment@rcpath.org](mailto:recruitment@rcpath.org).

I look forward to receiving your application.

Yours sincerely,

Nigel Pollard

Director of Corporate Services



# Head of IT

## Job description

<b>Responsible to:</b>	Director of Corporate Services
<b>Working hours:</b>	Full time (35 hours per week excluding lunch break) Monday to Friday
<b>Location:</b>	The Royal College of Pathologists, 6 Alie Street, London E1 8QT or any of the place(s) of business of the College as determined from time to time.
<b>Grade:</b>	6

## Introduction

The Royal College of Pathologists is a professional membership organisation with more than 13,000 fellows, affiliates and trainees worldwide. We are committed to setting and maintaining professional standards and promoting excellence in the teaching and practice of pathology, for the benefit of patients. Our members include medically and veterinary qualified pathologists and clinical scientists in 17 different specialties, including cellular pathology, haematology, clinical biochemistry, medical microbiology and veterinary pathology.

The College works with pathologists at every stage of their career. We set curricula, organise training and run exams, publish clinical guidelines and best practice recommendations and provide continuing professional development. We engage a wide range of stakeholders to improve awareness and understanding of pathology and the vital role it plays in everybody's healthcare. Working with members, we run programmes to inspire the next generation to study science and join the profession.



## Directorate and team

The Head of IT is a member of the Corporate Services Directorate which provides the College with support for the following activities and functions: -

- Human Resources & Personal Development
- IT & Management of Customer Relationship Management (CRM) database
- Facilities Management
- Events Management and Academic meetings for College and associated organisations
- Corporate Administration & Committee Services
- Management of the College's venue catering contract – 'Events@no6'

## Main purpose

The main purposes of this role are: -

a) Strategic development of the College's technology services

- To deliver a technology transformation programme for the use of technology within the College that will drive efficiencies and support new and improved services for members and staff users.
- to manage the planning and implementation of new or additional technology projects (including the central CRM) and equipment to meet the organisation's current and future business requirements and to ensure effective use of the organisation's ICT assets.

b) Support and management of the College's IT services

- to ensure the smooth operation, effectiveness and security of IT and Communications services across the College. This includes
  - **Infrastructure and user support** - the network and its' infrastructure, cabling, computer hardware and peripherals, Microsoft365 environment and service desk to support business operations



- **Business solutions** – the management of College wide data, applications and system resources including Microsoft365, CRM and interfaces to services, identifying and delivering business solutions for College members and users
- **Audio-Visual** – management of customer focused AV and IT technical services for a busy events and conference venue, and supporting College events.
- to manage, develop and motivate an effective IT support team, including services delivered by external providers.

#### c) The role

- To be the College's subject matter expert, taking the lead on programmes and projects within the area of responsibility.
- To manage work and/or communication about the work across College Directorates and Teams as well as College members and lead volunteers.
- The postholder may be required to provide their experience through participation in cross College working groups.

## Key duties

The IT team manages the network infrastructure and security, computers, software, databases, telecoms and Audio-Visual equipment that drive the College's business systems. The IT team provides IT support to College Officers and staff from 0800 to 1800 Monday to Friday. Management of any critical breakdown of systems may require out of hours resolution.

#### a) Strategic development of technology services

##### IT Infrastructure and Business Solutions

- To manage strategic plans for improving effectiveness and efficiency of IT, including providing expert advice on new products, technologies, and systems. This will include the delivery of a programme for the implementation of changes in College wide systems and applications to deliver efficiencies and new and improved services for members and staff processes.



- To develop and implement proposals to exploit the potential of technology to deliver cost savings and improved services.
- To implement a project to replace the existing CRM (currently Open Engage) and associated interfaces to College processes.
- To oversee the planning and implementation of specific IT and AV projects, coordinating the work of the team, internal staff, external consultants and partners and liaising effectively with all relevant stakeholders.
- To ensure strategic and operational plans for IT/AV infrastructure and security, networks, services and maintenance in the Alie Street building are in place and regularly reviewed.
- To provide management of networking interface for AV and IT equipment, applications & cabling issues for systems and service users, including events and building management.

## **b) Support and management of the College's IT and AV services**

### **IT Operational Services**

- To plan, organise and manage the maintenance of computer and telecommunications network (including servers, desktops, laptops, printers and other peripherals, virtual and cabled network, data and voice cabling, security hardware and systems).
- To plan and oversee the management of core cloud hosted (Azure) services with accompanying day to day support and upgrades.
- To plan and oversee service desk support to deal with all technology related issues.
- To plan, organise and manage the maintenance, support and training for College staff and other users of College systems and software (Microsoft365, Intranet, Microsoft Teams and other associated applications).
- To plan, organise and manage the maintenance, support and training for College staff and other users of College CRM (currently Open Engage).
- To provide support and technical assistance where possible on IT interface with other systems used by the College.



- To select external suppliers and contractors to support the IT function and manage the relationship, carrying out all necessary due diligence scrutiny.
- To liaise regularly with external contractors and suppliers to ensure consistent delivery of value for money services and systems.
- To ensure the preparation of IT reports to Managers and Trustees as directed.
- To support the College staff and Officers in identifying business needs and opportunities to develop technology-enabled solutions for services; as subject expert, to assist them in the development of business cases and formulation of specifications.
- To support the conference venue operations managed through Events@no6 by providing technical and client support for events that require additional services or to interface with the building's Wi-Fi network.

### **c) IT Standards and Security**

- To plan and ensure the effective management of the IT function to deliver robust, resilient, and reliable services that users trust, and comply with relevant industry standards.
- To provide expert advice to manage the selection, design, justification, implementation and operation of information security controls and the management strategies to maintain the confidentiality and integrity of information systems.
- To develop and implement standards and policies for the effective and secure use of ICT and information in the organisation taking account of all relevant statutory obligations and risks.
- To develop and maintain the systems architecture, defining standards and protocols for data exchange, communications, software, and interconnection of information systems.
- To work closely with the Data Protection Officer to set standards across the organisation and ensure compliance.
- To conduct periodic information audits, including reviews of information management practice, identifying any examples of non-conformance to agreed policies and standards and recommending appropriate action.



- To develop and maintain up to date ICT crisis management plans and arrangements.
- To define the standards for desktop equipment, peripherals, and devices, planning a refresh programme when necessary.
- To ensure that the multiple tenants and users of the building are able to access any required network or communications infrastructure whilst ensuring security and integrity of College data and systems.

#### **d) Audio-Visual support**

- To ensure delivery of customer focused support for AV and IT technical services for Events@no6 clients and College events.
- To oversee the technical management of the current (and future) installation, maintenance and upgrades of audio-visual equipment, associated IT and applications for video conferencing.
- Providing the technical knowledge and expertise to lead and manage the College's AV service.

#### **e) Management**

- Line management of a team and their areas of responsibility:
  - Infrastructure and User Support
  - Business Solutions
  - Audio-Visual
- To lead and developing the IT/AV team of seven staff.
- To lead IT/AV activities, working with SMT members and other staff or members as appropriate, to support the College's strategic and annual plans.
- To plan and budget appropriately to deliver IT team workload.
- To oversee the management of the process for bids, procurement, and management of services for events and IT/AV systems and support.
- To manage the strategic planning and problem solving for the team to ensure support and meeting users' service requirements.





- To participate in the Business Continuity Team to enable ongoing IT capability in exceptional circumstances.
- To provide contact point to Events@No6 team for support of the conference venue and client requirements.
- To be a point of contact to clients and third-party users of the College facilities as required.

**f) General Duties**

- To keep abreast of relevant research and developments within own professional field.
- To undertake any other duties and responsibilities as requested which are commensurate with this role.
- To actively contribute to the on-going redevelopment of the College Website.

**g) Specific Duties**

- To provide regular out of hours support for College users, Events@no6 clients and the maintenance, upgrades and installation of equipment and software as required.
- To provide emergency out of hours support as required. Planning of emergency support for periods such as holidays or weekend in event of critical systems being unavailable. The College operate a toil system for any additional hours worked.



## Person specification: Head of IT

Requirements	E	D
<b>Knowledge / Qualifications / Experience/Skills</b>		
Qualified to degree level in Computer Science, IT Management, or Information Management, or with equivalent experience.	✓	
Comprehensive knowledge of information systems, networks, IT/cybersecurity, operating systems, Database (incl. SQL), PC, Software as a service (SAAS) provision and telecommunications technology and systems	✓	
Experience and knowledge of managing Windows based systems, Microsoft365 and supporting a wide range of users with these and associated applications	✓	
Experience and knowledge of managing cloud hosted (Azure) systems and supporting associated business applications and solutions	✓	
Experience in implementing and supporting CRM solutions for organisations	✓	
Applying business analysis and process-improvement techniques to real business problems and situations with experience of implementing business solutions and applications	✓	
Good understanding of relevant law and software licensing including Government and European I.T. Legislation	✓	
Management of IT suppliers and contractors and successful delivery of contracts on time and on budget	✓	
Managing key information systems and IT infrastructures, resulting in measurable improvements in business performance	✓	
Experience of managing, leading, and developing staff, both individually and as a small team.	✓	
Experience of setting and managing budgets and other resources to achieve objectives/work plan	✓	
Strategic leadership and management of plans for technology and IT programmes at an organisational level	✓	
Working in a membership or not for profit organisation		✓
Creating and maintaining high level effective support documentation including business case analyses, project management tools, reports, and procedures	✓	
Creating and delivering training and support programmes for staff	✓	
Proven delivery of the whole project lifecycle, from the conceptual design stage to the detailed system testing and delivery	✓	
Experience of the design and implementation of data security controls including knowledge of Data Protection legislation	✓	
Skills in planning long term and short-term work, including project management skills	✓	
Ability to manage a complex and varied workload and working to fixed deadlines with minimal supervision	✓	
<b>Personal Qualities</b>		
Self-motivated and a self-starter,	✓	



Requirements	E	D
Excellent written and oral communication skills	✓	
Good time-management skills, with an ability to set and work to fixed deadlines.	✓	
Resilient and calm under pressure	✓	
Positive attitude and promotes a positive approach within an organisation	✓	
Maintain confidentiality	✓	
Commitment to equality and diversity and understanding of how this would apply to own role and responsibilities	✓	
A customer focused approach	✓	



# Working for the Royal College of Pathologists

Competitive salary	The salary for this Grade 6 role is <b>£68,397.00 + 10% allowance per annum for 24 months</b> (subject to review). This also has opportunities for competence-based pay progression.
Hours	Standard working hours are 35 hours per week, Monday to Friday, 7 hours per day (excluding lunch hour)
Annual leave	25 days per annum (pro-rotta), plus bank holidays, increasing with length of service.
College closure days	The Trustee Board every July decides whether it will close the College between Christmas and New Year.
Employee discount scheme	The College has an employee discount scheme operated through Reward Gateway. This scheme offers employees discounts and cashback with major retailers.
Pensions	Employees will join the College pension scheme.
Interest-free season ticket loan	You may apply to the College for an interest-free loan to purchase an annual season ticket.
Cycle to work scheme	The College offers an interest free loan as part of our cycle to work scheme.
Employee assistance programme	Through this programme employees have access to a confidential counselling service, health advice, emotional support as well as a comprehensive occupational health service.
Learning and development	The College offers learning and development opportunities for all members of staff.
Maternity pay	Enhanced maternity pay, with up to 8 weeks at full pay, and 18 weeks at half pay.
Paternity pay	2 weeks full pay.
Flexible working	Flexible working is supported.

Note: This is an example of current benefits provided, subject to eligibility requirements, and it is not contractual.



The College's values and behaviours set out the kind of organisation we are, what is important to us collectively, and how we work to achieve success. They apply to staff members, honorary officers and volunteers. We also share our values and behaviours with contractors and others working within the College.



### Teamwork

**We achieve excellence by working together.**

- We collaborate, share knowledge and communicate plans.
- We involve the right people at the right time.
- We work cohesively towards common goals.
- We value diversity and the contribution and expertise of others.
- We provide, seek and act on constructive feedback.
- We approach tasks with energy and focus on positives.



### Service

**We support members to deliver the best patient care.**

- We provide a welcoming, consistent and professional service.
- We listen to our members to understand and respond to their needs.
- We deliver impartial and accurate information and advice.
- We seek opportunities to improve the value of benefits for all membership categories.
- We are positive, open and transparent.
- We are reliable, delivering within agreed timescales.



### Ambition

**We aspire to provide the best quality services and lead innovation for pathology.**

- We strive to be the best we can be.
- We are resilient and determined.
- We take managed risks and learn from our mistakes.
- We take a proactive and solutions-focused approach to our work.
- We use innovation and creativity to improve the quality and efficiency of our work.
- We are committed to continuous learning and development.

