

Job Title: Director of IT

Location: Central office and school sites within the MAT

Reports To: COO

Job Type: Full-time / all year

Job Summary:

The Director of IT will provide Trust-wide leadership for the effective delivery of IT services across the Shires MAT and supported schools. The role is responsible for ensuring high standards in service delivery, helpdesk operations, infrastructure management, cybersecurity, and systems implementation. Working closely with the Chief Operations Officer and key stakeholders, the postholder will lead day-to-day operational delivery while also providing strategic planning, continuous improvement, and compliance with relevant standards, including DfE digital and cyber requirements. The Director of IT will also play a key role in fostering a collaborative, high performing IT team culture across the Trust.

This is a brand new role to our central services team and is an exciting time for an ambitious individual to create a successful IT provision for our Trust and wider schools.

Key Responsibilities:

- Lead day-to-day IT service delivery across Shires MAT and supported schools under delegated authority from the COO.
- Plan, develop and deliver the IT strategy for the Trust and its schools, recognising yet simplifying the multi-site nature of the organisation
- Manage and coordinate the IT Services team, promoting collaboration and consistent service standards.
- Once created and implemented, ensure the Trust-wide helpdesk delivers timely, user-focused support through effective leadership and monitoring of key performance indicators.
- Oversee the operation, security, and reliability of core IT infrastructure, including networks, servers, and cloud services and support rollout and maintenance of Trust-wide systems.
- Lead and chair IT team meetings, plan and deliver training to build team capability, align priorities, and maintain consistent standards.
- To develop and deliver training and development CPD to IT technicians, central and school staff across all areas of IT including but not limited to MIS, cybersecurity, policy, new software, curriculum and all relevant other areas.
- Collaborate with key stakeholders to ensure integration and alignment of systems across the trust.
- Lead Trust-wide cybersecurity initiatives, including training, audits, and incident response.
- Ensure compliance with data protection, IT security policies, and DfE digital standards.
- Maintain and update the Trust-wide IT risk register in partnership with the COO.
- Support budget and capital planning and act as delegated budget holder for IT services.
- Manage procurement and supplier relationships to ensure value for money and service continuity.
- Support with AI policies, initiatives and access
- Identify opportunities for cost savings through standardisation and centralised procurement.
- Lead the planning and delivery of the Trust's IT Development and Investment Plan, collaborating closely with the COO.

- Identify and evaluate emerging technologies to support digital transformation and innovation.
- Support onboarding of new schools and capital projects from an IT perspective.
- Take the lead in developing and maintaining IT policies, procedures, and protocols across the Trust, in collaboration with the COO.
- Provide reports on IT service performance, risks, and opportunities to the COO.
- Engage with stakeholders, including school leaders and external partners, to ensure IT services meet evolving needs and incorporate user feedback.

Skills:

Ability to lead and coordinate multiple IT teams across several sites, fostering collaboration and shared best practice.

Strong organisational and prioritisation skills, with the ability to manage competing demands effectively

Excellent communication and interpersonal skills, capable of engaging with diverse stakeholders including senior leaders, technical teams, and external partners.

Analytical mindset with the ability to monitor performance metrics and drive continuous improvement.

Proactive problem-solving skills, able to anticipate risks and implement mitigation strategies.

Competence in developing and maintaining IT policies, procedures, and governance frameworks.

Financial acumen to manage budgets and capital expenditure effectively.

Personal Attributes:

Collaborative leader who can motivate and support teams while maintaining high standards.

Confident decision-maker, able to take responsibility for key areas while working closely with the COO.

Adaptable and forward-thinking, keeping up to date with emerging technologies and sector developments.

Committed to providing secure, reliable, and user-focused IT services.

Integrity and professionalism in managing sensitive information and compliance requirements.

Resilient and able to work under pressure, managing deadlines and operational demands.

Experience:

Proven experience in a senior IT management or leadership role, preferably within education or multi-site organisations.

Strong understanding of IT service delivery, helpdesk operations, and infrastructure management.

Knowledge of cybersecurity principles, data protection regulations (e.g. GDPR), and compliance frameworks.

Experience managing IT budgets, procurement, and supplier relationships.

Familiarity with Microsoft technologies (e.g. Windows 11, Azure, Office 365) and Trust-wide systems such as visitor management and access control.

Demonstrable experience in leading IT projects, digital transformation, or systems implementation.

Understanding of relevant DfE digital standards and their practical application within schools or trusts.