JOB DESCRIPTION

**JOB TITLE:** Head of Data & Digital Infrastructure

**Job Summary:**

Reporting into the Director of Corporate Resources & Finance this role will manage the organisation’s digital ecosystem to ensure that all digital platforms are operating optimally and data is collected and stored effectively in order to support strategic and operational decisions.

Act as the technical authority within the organisation ensuring all IT, systems and data collection are aligned to good industry practice for.

Lead on the development of IT and data governance policies and procedures and ensure compliance with regulations and legal requirements (including GDPR).

**Key Responsibilities:**

**Digital Infrastructure**

Lead the ongoing maintenance, planning and evolution of new and existing processes, frameworks and systems within the England Netball digital ecosystem to improve data quality, data control and efficiency of data provision.

Work with the relevant department to implement existing and new systems to maximise efficiency and productivity as required.

Preparation of business cases supporting change projects, management of tender processes and contribution to contract negotiations.

Troubleshooting of issues on behalf of internal users. Manage application problems/incidents and escalate product queries and bug fixes to the vendors.

Act as the lead contact with all suppliers within the digital infrastructure to ensure the continued effectiveness of the systems and compliance with contractual agreements.

**IT Management**

Liaise with external providers to ensure stability, security and compliance of the England Netball digital Infrastructure.

Support the Director of Finance and Corporate Resources to oversee the contract with the IT support provider including:

* LAN Network Equipment Support
* WAN Network Equipment Support
* Server Support
* Desktop or Laptop Computer Support
* Printer and MFP support
* Mobile Devices Support
* Software Updates

Oversee the creation of and compliance with IT procedures and policies including; Disaster Recovery / Business Continuity and the power down exercises of our IT infrastructure in conjunction with the IT support company and digital platform providers.

Monitor business developments and their fit in the enterprise and ICT architecture to identify opportunities and constraints and provide solutions.

**Data Management**

Overall responsibility for the development and execution of the data management strategy.

Ensure effective and consistent data collection and curation, creation and maintenance of data definitions and data mapping.

Managing the development of reporting and business intelligence to support and inform all departments across the organisation.

Work with the Head of Insight and Customer Experience Manager to perform data matching exercises and interrogate data to support the business, validate workflows and identify issues.

Oversee the on-boarding and off-boarding internal data platform users, control access permissions, privileges and provide ongoing support

Create and implement data analysis reporting and advice in relation to relevant policies, guidelines, procedures and work methods. Ensure that the guidelines and work methods are maintained and put into daily practice and monitor adherence to policies and guidelines ensuring adequate measures.

**Data Protection**

Maintain knowledge of data protection law and practices, as well as other professional qualities, to ensure that England Netball complies with the GDPR and other Data protection legislation.

Ensure the digital security and safeguarding are at the heart of all digital infrastructure design and delivery.

Maintain and adhere to data standards, information security and operational privacy policies and plan and schedule regular data processing audits.

**Other**

Prepare regular progress reports, updates and action plans for internal department communication, the EN Executive Team and EN Board as required.

Manage and monitor a budget to support the delivery and maintenance of effective digital infrastructure.

**General**

Attend meetings with external stakeholders ensuring you act as a positive role model, ambassador and advocate for the sport and the NGB, at all times nurturing and developing positive relationships that will promote and support the strategic development of England Netball.

Respect and promote the spirit and intentions of England Netball’s Safeguarding and Protecting Young People in Netball policy.

Actively role model England Netball Equality, Diversity & Inclusion policy ensuring it is at the forefront of how we work.

Undertake any other duties as may be required from time to time that are consistent with the responsibilities of the post and the needs of England Netball.

**The Person**

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|  | **Description** | **Essential (E)/**  **Desirable (D)** |
| **Skills/Abilities/ Knowledge** | * Strong demonstrable technical ICT knowledge * Methodical, detail orientated and process driven * Innovative, systematic and logical approach to problem solving * Ability to build relationships with colleagues across the organisation, and partners * Ability to provide clear and concise documentation to report results and progress * Knowledge of application of GDPR legislation * Data analysis and trend reporting | E  E  E  E  E  E  D  D |
| **Experience** | * Experience and proven track record of delivering business change / IT change / Digital Transformation projects * Project Management experience * Proven track record of managing IT infrastructures * Experience in bringing digital platforms to life with end users * Experience of creating business cases and managing tender processes * Experience of managing budgets | E  E  E  D  D  D |
| **Personal Attributes** | * A natural at translating technological information into plain English without ICT expertise * Enjoy working with multi-discipline teams to deliver results on complex projects and passionate about digitisation. * Collaborative and a good team player * Passion for investigation, problem solving and continuous improvement * Flexible and resilient in an evolving fast paced business environment with changing priorities * Keep abreast of latest technology and processes * An influencer who helps us keep things simple | E  E  E  E  E  D  E |
| **Education/ Qualification** | * Degree in Information Technology or equivalent experience * Qualification in Project Management | E  D |
| Additional Information | England Netball have circa 140 employees and membership base of x |  |

We are strong believers that it is the culture within our organisation that makes it a special place to work and drives our huge successes. Our people are passionate and dedicated to making Netball the best that it can be.

We have three core cultural behaviours that are critical to how we deliver our strategic goals

WE ARE PIONEERS: Never settling, continuously learning and innovating… to be the best that we can be.

WE EMPOWER: Through collaboration and trust we have confidence in ourselves and others; to make the right decisions and get things done.

WE ARE PASSIONATE: Driven to succeed without ego, inspiring others along the way.