# Job Description

**Swim England**

**Job Title:** Head of Group Digital & Technology

**Department:** Marketing, Communications & Operations

**Reporting to:** Chief Operating Officer (COO)

**Location:** Office based in Loughborough (minimum 3 days per week)

**Grade:** 4

**Job Purpose:**

Drive digital and technology transformational change.

To lead and manage all aspects of digital and IT for the Swim England group of companies to achieve exceptional member and customer experience and support the delivery of the Swim England Strategy.

**Values:**

We **include**

We are **ambitious**

We **collaborate**

We **do what's right**

## Key responsibilities

- Developing and leading a digital and technology strategy to achieve exceptional member and customer experience and to support the delivery of the objectives set out in the organisations strategy.
- Set the strategic direction and implementation plan for the following areas:
  - Digital platforms and systems across the Swim England Group of companies.
  - Data management
  - Internal IT infrastructure
  - Technology strategy and standards
- Create and support an environment of digital innovation and best practice.
- Work cross-departmentally with internal and external stakeholders to set goals and timeframes.
- Lead an internal team – providing technical and strategic leadership.
- Accountable for the commissioning and overall management of internal and external digital projects, platforms and services
- Ensuring Swim England's digital data is managed to recognised minimum standards (e.g. Cyber Essentials, DPA and GDPR).
- Ensuring continual evaluation and improvement across all areas.
- Strategic management of the Digital & IT budget across all companies.
- Developing and monitoring KPIs and work programmes.
- Ensuring compliance with all software licensing requirements and optimise the range of Swim England's internal software applications.

## Skills and experience required

**Essential**

- Experience of leading digital transformational change projects
- Extensive knowledge and experience of digital system integrations, web applications and internal digital/IT ecosystems
- Comprehensive experience of decision-making in technology at a senior level, with budget management of technology and digital platform selection and procurement
- Thorough understanding of web application UX, design and development
- Experience of internal IT system and external platform management
- Excellent interpersonal and leadership skills, with a proven ability to effectively coach and influence at all levels of the organisation, internally and externally.
- Proven experience of building data capability within an organisation
- Ability to maintain close and effective working relationships with external agencies and consultants.

**Desirable**

- Knowledge of the workings of Sports Governing Bodies
- Understanding of membership organisations