

JOB DESCRIPTION

Should be reviewed for accuracy before 6 monthly review meetings.

Name:	
Department:	IT
Reports to & Reviewed By:	Chief Executive
Reports & Reviews:	Advanced Project Team (APT) Manager, Systems Administrator Manager, Department Team Leader x 2, Internal Support Team Leader, Project Co-ordinator, Web Designer and Personal Assistant.
Department Heads:	30

JOB TITLE: DIRECTOR OF IT

Summary and Purpose of Role:

Manage the IT systems and IT department of the company

Develop and implement the IT strategy in order to support the company's strategic objectives

As a member of the Senior Management Team (SMT) be responsible for the overall management and performance of Nominet

AREAS OF RESPONSIBILITY INCLUDE:

Note: responsibilities may be added or varied to respond to the demands of the business.

Job Role Responsibilities: Strategic Leadership Operational External	<p>Strategic</p> <ul style="list-style-type: none"> • Participate in the company strategy development process and from this develop relevant strategies for approval by the SMT and the Nominet Board. • Implement agreed strategies and associated plans • Develop and maintain the company wide project management methodology, based on industry standards. • Develop, maintain and review the company project programme, in partnership with the Director of Operations. Ensure projects are delivered on schedule that meet the agreed objectives and business needs. • Manage and review projects at all levels, with particular responsibility for IT projects with a high business impact. • In partnership with SMT members, identify areas of potential business development. Conduct appropriate research and feed into the strategy development process. • Be responsible for the management of IT and systems risks and ensure maximum system up time. • Take responsibility for various other projects as agreed with the Chief Executive <p>Leadership</p> <ul style="list-style-type: none"> • Communicate the IT strategy and other relevant strategies and projects to staff. • Lead the IT department and ensure that the staff are aligned with Nominet's vision, mission, values and strategic priorities. • Work professionally within the SMT to deliver and ensure buy-in to the company's strategic priorities. • To communicate and provide recommendations to the SMT in areas of IT expertise. <p>Operational</p> <ul style="list-style-type: none"> • Participate fully in the SMT for the running of the company. • Deliver a high quality IT service, both within the company and to all customers, based on the ITIL
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	<p>industry standard for IT service delivery within negotiated SLAs.</p> <ul style="list-style-type: none"> • Ensure the continued, uninterrupted operation of the global DNS infrastructure required for the company’s services, secure from threats and operating within agreed performance metrics. • Plan and manage the departmental budget and the IT capital programme. • Implement a continuous measurement, review, audit and benchmarking process to monitor the security, capacity and performance of systems. • Work with the Chief Executive and Director of Operations to plan schedules and priorities and respond to any major issues. <p>External</p> <ul style="list-style-type: none"> • Ensure that Nominet is an internationally recognised Centre of Technical Excellence. • Develop Nominet as a thought leader in the development and promotion of Internet protocols and standards. • Participate in external forums as required, including cross-industry and international meetings. • Lead on the development of relationship with managers of delegated second level domains (e.g. gov.uk, ac.uk, nhs.uk ...) to build a cohesive local internet community around .uk. • Build long term relationships with research institutions, including universities, Internet bodies (IETF, IESG and the like), both national and international, involved in the development of advanced IT and Internet concepts and protocols. • Develop strong relationships with key stakeholders, including major industry players, government, international Internet community and key customers, providing advice and support and monitoring technical developments within their arenas. • Communicate relevant strategies externally to customers, stakeholders and the international internet community
People Management:	<ul style="list-style-type: none"> • Provide leadership and motivation to the technical department. • Positively communicate company visions, values, priorities and targets • Ensure that team members are professionally reviewed and that reviews are an accurate reflection of performance. • Ensure that the objectives of team members are meaningful and in line with business strategy, that are regularly reviewed and that appropriate development is implemented. • Give regular feedback to team, affirming and celebrating good practice and conversely addressing and managing areas of under performance • Coach, motivate & develop individuals/teams. • Mediate the prompt resolution of disputes or grievances – where necessary involving HR. • Act as a professional role model for staff.
Outputs & Deliverables:	<ul style="list-style-type: none"> • Business strategy, full contribution and engagement to the SMT and creating its strategy

	<ul style="list-style-type: none"> • IT strategy that leads to best in breed architecture and a centre of technical excellence • IT strategy implementation plans and budgets in a cost effective way. • Meets all system and other relevant KPIs • Project programme and regular reports on progress • Papers and articles highlighting latest developments in this field • Improved levels of staff engagement within the IT department
Background & Profile:	<ul style="list-style-type: none"> • Educated to degree level or equivalent with experience in an IT Director role • In depth working knowledge of the Internet • Strong persuasive communicator • Highly developed people skills • Focus for detail • Strong project management skills • Demonstrable business acumen • Strong team player

Signed: Signed:

Date:

Note: This job description is a guide to the principal, current duties of the job. It does not form part of the contract of employment.