CANDIDATE BRIEF

European IT Director
Permanent

Cognita
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Milton Keynes
MK15 0DU
An Inspiring World of Education - that is the Cognita way. As an international organisation with a high performing culture and inspirational learning at our core, we can offer you first-class career opportunities with a global dimension. All our colleagues receive ongoing investment in their professional development and work with a global network of colleagues across Europe, Latin America and Asia. We'd love to tell you more about how this could benefit your career.

Launched in 2004, Cognita is an extraordinary family of schools joining forces in an inspiring world of education with one common purpose: building self-belief and empowering individuals to succeed. With some 70 schools internationally we employ 5,000 teaching and support staff in the care and education of more than 35,000 students. Together, our schools provide a uniquely global education that goes beyond grades to develop all-round academic excellence – equipping young people with the confidence and resourcefulness that prepares them to grow, thrive and find their success in a fast-changing world. If you want to take your career further, we want to support you in achieving that goal within Cognita.

www.cognita.com

** Cognita Schools is committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer Recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.
ROLE PROFILE

Job Title: European IT Director
Reporting To: Group CIO
Department/School: Milton Keynes
Scope: UK and Spain
Checks: Enhanced DBS

PRIMARY PURPOSE OF POSITION

This is a key role in the transformation journey of the European IT Department and would suit an individual with drive, experience and resourcefulness. A background in Service Delivery Management would be beneficial. The role is responsible for day to day support of all the European region schools, including Spain. You will inherit some team and gain others as we bring the parts of the region together.

KEY JOB RESPONSIBILITIES

General
- To be part of the IT leadership team transforming IT across Cognita.
- Attend senior exec and management meetings in support of, or instead of, the Group CIO.
- Understand and represent the school’s visions, targets and challenges.
- Building strong partnerships with Assistant Directors of Education, Head Teachers and School Business Managers.
- Supporting the IT projects across Europe (both at Group and European level). This includes playing a leading role in the school technology transformation project run by the Global PMO.
- Lead on the development of Cognita’s Global service standards including the Service Catalogue.
- Build and run the processes and procedures for service delivery as listed below:

Service Level Management
- Accountable for all services delivered to the client and expectation management both internally and externally.
- Regularly review achievement of service level targets to identify and manage exceptions to a mutually acceptable resolution.
- Create and interpret service review documents and chair regular client service review meetings.

Continual Service Improvement
• Analyse service level trends and implement service improvement programs where necessary.
• Identify areas for service improvement within Cognita, especially the schools.
• Manage service improvement programs.

Business Relationship Management
• Build a trusted advisor relationship with the schools at multiple levels and create an environment where we are working in partnership.
• Assume overall responsibility for the satisfaction of the client portfolio, measured regularly through Client Relationship Surveys.
• Represent the schools views into the IT department to ensure product strategy matches expectations.

Demand Management
• Regularly review system and service capacity trends, identify risks and bottlenecks, and make the necessary recommendations.
• Obtain and track the relevant client business metrics to forecast capacity requirements and identify potential problems.
• Manage the school service requests keeping them across progress and ensuring targets are met.

Client Risk Management
• Assist the operational services teams in the scheduling and risk assessment of client changes, problem analysis and resolution, and management of major incidents.
• Ensure risks to the service are identified, documented and managed accordingly.

CANDIDATE BACKGROUND

Knowledge
• A broad understanding of the technology industry, industry trends and technologies.
• Good understanding of ITIL Service Management best practice.
• Knowledge of the IT infrastructure operations environment.
• Good technical understanding of the full technology stack.

Skills
• Very strong communication skills.
• The ability to counsel, advise and influence – both internally within the IT virtual teams across Cognita and with our customers.
• Be a trusted advisor and consultant for the schools, influencing their decisions and strategies and positioning IT as a partner.
• Analytical, able to identify trends, risks, and resolutions.
• Gravitas – the ability to be confident, credible and recognised as an expert in the field by customers, suppliers and partners. Comfortable at senior levels in all organisations that they interface with. Internally to generate the respect, motivation and to lead multi-disciplined teams.
• Formal ITIL training at intermediate level.
• Cyber Security knowledge a benefit.
• Strong experience in supplier management.
• Educational experience is not necessary.

Experience

• Specific management experience of business-driven SLA’s in complex IT environments.
• Relationship Building – the ability to successfully forge, maintain and expand client relationships across their business.
• Operations Management – the ability to coordinate operations resources and own major incidents and problems, in the capacity of client liaison, through to resolution.

COMPETENCIES & EXPERIENCE

Role Specific
• Successful team working
• Proven relationship management experience
• Use of Service Delivery toolsets
• Training – needs assessment and management
• Educated to Degree level (or equivalent)

Values Based Behaviours – the behaviours associated with our company values
• Excellence
• Respect
• Integrity
• Collaboration
• Accountability

REMUNERATION

• Excellent salary
• Contributory pension scheme
• Private healthcare
• Life assurance
• School fee discount
• Professional development
• 25 days holiday
You are invited to send your details directly to:

For more information on Cognita Schools visit our website at www.cognita.com

Full details on the position and our recruitment process can be found at www.cognita.com/careers

** The job holder’s responsibility for promoting and safeguarding the welfare of children and young person’s for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, s/he must report any concerns to the School’s Child Protection Officer/Designated Safeguarding Lead or to the Head or indeed to the Regional CEO so that a referral can be made accordingly to the relevant third party services.