



ROYAL  
BALLET  
SCHOOL



# JOIN OUR TEAM

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WORK AT THE ROYAL BALLET SCHOOL

# ABOUT US

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We are a global organisation with an important mission: to nurture, train and educate exceptional classical ballet dancers and to set the standard for dance training worldwide.

As a boarding school, a performing arts organisation and a charity, our team is varied. Our staff have specialist skills in dance, academics, pastoral care, healthcare, outreach, marketing, fundraising, and operations - to name a few.

We look for committed, enthusiastic candidates who demonstrate the skills and experience we need.

People are the key to our success - we attract, retain, develop and motivate the best in their fields to share our commitment to providing excellent care and education for our aspiring dancers and dance teachers.

## OUR VALUES

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**ACTIVELY  
WIDENING  
ACCESS**

**OUR HERITAGE  
NOURISHES  
OUR FUTURE**

**STRIVING FOR  
EXCELLENCE**

**NURTURING  
INDIVIDUALS**

**ALWAYS  
INNOVATING**

# WHAT'S IN IT FOR YOU?

Our full-time students are based at White Lodge in Richmond Park and Upper School in Covent Garden.

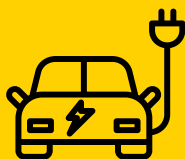
There are two additional boarding houses for Upper School students in Pimlico and Covent Garden.

The Royal Ballet School operates in locations worldwide, including different Associate centres and venues for Intensive Courses.

Across our sites, there are a total of 280 employees. Wherever they work, our team respect each other, knowing everyone has a unique part to play in our organisation's mission. Our workspaces are friendly, welcoming and inclusive. Our employees share a passion for the arts in society and for supporting individuals to reach their full potential.



**GENEROUS  
PENSION  
SCHEME**



**TECH AND  
ELECTRIC  
VEHICLE SCHEME**



**CYCLE TO  
WORK  
SCHEME**



**EMPLOYEE  
ASSISTANCE  
PROGRAMME**



**LEARNING AND  
DEVELOPMENT  
OPPORTUNITIES**



**SEASON  
TICKET  
LOAN**



**GENEROUS  
ANNUAL  
LEAVE**



**DISCOUNTS  
OFF A VARIETY  
OF BRANDS**



**HEAD OF IT AND  
DIGITAL**

# APPLICATION DETAILS

## LOCATION:

White Lodge, Richmond Park and Upper School, Covent Garden (with travel to other school locations as required)

## HOURS:

35 hours per week, Monday - Friday (with evening and weekend work if required compensated via TOIL)

## APPLICATION CLOSING DATE:

Applications will be screened on submission. The School reserves the right to interview and appoint if a suitable candidate is found before the closing date.

## OVERALL PURPOSE OF THE ROLE

The Head of IT & Digital provides strategic and operational leadership for all technology, systems and digital services across the School.

This role is accountable for defining and delivering the School's Digital Strategy, ensuring that technology is secure, reliable, well-governed and aligned with organisational priorities. The postholder will lead both day-to-day IT operations and longer-term digital transformation, creating a coherent systems architecture that supports teaching, learning, operations and growth.

The Head of IT & Digital will act as the senior technology lead for the School, advising SLT, Board and governors on digital direction and investment, and ensuring that technology decisions are planned strategically rather than in isolation.



## SALARY:

Salary will take into consideration knowledge, skills and experience.

## START DATE:

ASAP

## DIRECTLY RESPONSIBLE FOR:

- IT Apprentices
  - IT Assistant
  - IT Technicians
- \*subject to change

They will lead the IT team, manage key suppliers and partners, and chair cross-school forums such as the Systems Working Group and other forums to drive integration, usability and value from the School's digital estate.

The Head of IT & Digital exists to enable the School's mission by providing strong, strategic leadership of technology and digital services. The role will deliver this by:

- defining and delivering a clear, coherent Digital Strategy aligned to the School's priorities
- ensuring secure, reliable and well-governed IT systems that underpin teaching, learning and operations
- leading digital transformation to improve integration, usability and long-term value across the School's systems
- providing expert strategic advice to SLT and governors on technology direction, risk and investment
- building and leading an effective IT team and managing key partners to deliver high-quality services.

## **MAIN DUTIES**

This list should be seen as illustrative rather than prescriptive;

### **Digital Strategy & Technology Leadership**

- Lead the development, ownership and delivery of the School's Digital Strategy and multi-year technology roadmap
- Translate organisational priorities into a clear target digital architecture and phased investment plan
- Provide strategic advice to SLT and Governors on technology direction, risk and opportunities
- Ensure all technology decisions align to agreed principles, standards and long-term architecture
- Lead horizon scanning and advise on innovation and emerging technologies where appropriate.

### **Systems Governance & Architecture**

- Chair the Systems Working Group and lead cross-school collaboration on systems improvement
- Maintain a clear systems map and architecture view of the School's technology landscape
- Define governance processes for system ownership, change requests, integrations, procurement and approvals

- Ensure new systems or add-ons are not introduced in isolation and align with the Digital Strategy
- Lead system rationalisation, consolidation and integration initiatives.

### **Major Programmes & Digital Transformation**

Lead and oversee significant digital and systems programmes, including:

- o core system improvements (e.g. MIS/iSAMS)
- o CRM implementation and optimisation (e.g. Salesforce)
- o infrastructure modernisation
- o cybersecurity initiatives
- o cross-school process digitisation
- Translate strategy into clear project plans, milestones and measurable outcomes
- Manage risks, dependencies and change impacts across departments
- Ensure improvements deliver tangible benefits for staff and students.

### **IT Operations & Service Delivery**

- Oversee daily IT operations across all School sites
- Ensure reliable, high-quality service delivery including helpdesk, system availability and user support
- Manage internal resources and external partners to maintain performance and service levels
- Monitor system performance and drive continuous improvement in user experience.

### **Team Leadership & Capability Building**

- Lead, manage and develop the IT team
- Set clear objectives and performance expectations
- Foster a proactive, service-focused and collaborative culture
- Build digital confidence and capability across the School through training, guidance and change support
- Reduce reliance on informal knowledge and improve resilience



## **Cybersecurity, Data & Compliance**

- Lead on cyber resilience and information security strategy
- Maintain strong controls, policies and monitoring to mitigate risk
- Ensure compliance with GDPR and other data protection requirements
- Promote good data governance and security awareness across the organisation.

## **Financial & Vendor Management**

- Own and manage the IT and digital budgets
- Lead procurement and contract negotiations
- Oversee supplier relationships and service performance
- Ensure value for money and long-term sustainability of investment
- Support business cases and investment proposals for SLT/Board.

## **Stakeholder Engagement & Partnership**

- Act as the primary liaison between technology and departments across the School
- Build strong relationships with functional leads to understand needs and priorities
- Communicate clearly about change, risks and opportunities
- Ensure digital change is delivered “with” the organisation, not “to” it
- Communicate and present to the Board and Estates & Operations Committee as needed.

In addition to this, you will undertake any other duties commensurate with the level and scope of the role, as required by the Director of People and Operations or Senior Leadership Team.

This job description reflects the current responsibilities of the post. It is not intended to be exhaustive and may be subject to review and revision in response to the changing needs of the School.



## PERSON SPECIFICATION

### ESSENTIAL CRITERIA

- Significant experience leading IT or Digital functions at a senior level
- Experience developing and delivering Digital or Technology Strategies
- Proven track record leading digital transformation or systems modernisation programmes
- Strong understanding of systems architecture, integration and governance
- Experience managing teams and external suppliers
- Experience managing budgets and procurement
- Excellent stakeholder management and influencing skills
- Strong understanding of cybersecurity and data protection.

### DESIRABLE CRITERIA

- Experience in the education or charity sector
- Knowledge of MIS/CRM or education-specific platforms
- Relevant professional qualifications (e.g. ITIL, Prince2, TOGAF or equivalent)
- Experience chairing cross-functional governance groups.



## SAFEGUARDING DUTIES AND RESPONSIBILITIES

The School is committed to safeguarding and promoting the welfare of children and young people and recognises that safeguarding and promoting the welfare of children is everyone's responsibility. The School expects all staff and volunteers to share this commitment to children's safeguarding and to share this child-centred approach. This approach means that staff must consider, at all times, what is in the best interests of the child. Additionally, the following is expected of all staff:

- To uphold the School's policies relating to safeguarding and child protection, behaviour, health and safety and all other relevant policies
- To promote and safeguard the welfare of children and young persons for whom you are responsible and come into contact with
- To report any safeguarding concerns using the relevant channels, such as informing the Designated Safeguarding Lead, in a timely and appropriate manner
- To ensure full compliance with all statutory regulations, particularly the most recent Keeping Children Safe in Education, and to communicate concerns to the Designated Safeguarding Lead, other relevant staff of The Royal Ballet School or local children's services as appropriate.

We are committed to creating an environment where all our employees feel part of our team and can flourish, regardless of their background. We're proud to be an inclusive workplace that promotes and values diversity.

The information detailed here about this role should not be considered encompassing. Over time, the emphasis of the job may change without changing the general characterisation of the role or the level of duties and responsibilities. This information will be periodically reviewed and revised in consultation with the postholder.



**CLICK HERE  
TO APPLY**

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ASSISTANCE  
WITH YOUR  
APPLICATION**

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CONTACT US  
IF YOU HAVE  
QUESTIONS**

