



BRITISH TRIATHLON

JOB DESCRIPTION

TITLE:	Head of Digital
CONTRACT TYPE:	Permanent, Full Time 36.25 hours per week
ORGANISATION:	British Triathlon
DEPARTMENT:	IT
JOB BASED AT:	British Triathlon Head Office, Loughborough
REPORTS TO:	Director
SALARY RANGE:	Up to £50,000

POSITION OVERVIEW

This role will lead, manage, and evolve all aspects of British Triathlon's digital services. It will develop further the IT function from being a provider of hardware and productivity tools, to a Digital team, improving the member journey for their Swim, Bike, Run activity, and ensuring data is available for decision making across the organisation.

The role will work closely with Senior Managers, staff, and other stakeholders to assess and meet their digital and data needs. It will also ensure that the process of change associated with new digital capabilities are managed smoothly and efficiently within budget constraints.

POSITION IN ORGANISATION

The post holder will be a member of the IT team and will report to a member of the Exec team.

This is a senior management role within British Triathlon and will require work with other Heads of Departments to set goals and timescales for delivery of IT projects, external contractors for the provision of IT services, GDPR consultants, IT development companies and management of a small team of Web Developers.

You will also be part of the Leadership team, contributing to activities and decision making across the organisation.

MAIN TASKS & RESPONSIBILITIES

The main tasks and responsibilities for this role include:

- Assuming the lead role in identifying solutions to, and promoting the strategic use of, digital systems and IT throughout the organisation to help develop a greater digital maturity.
- Aligning digital transformation and IT with British Triathlon's digital strategy to support the delivery of British Triathlon's annual objectives.

- Reviewing, shaping, and directing a Digital implementation plan to deliver components across all strategic development programmes and projects, with the aim of achieving improved customer experience, and support for significant business efficiencies and income growth.
- To develop and lead an in-house team to create and implement core digital web platforms and app environments, outlining milestones led by the Annual Scorecard, and ensuring high quality end products and services that are delivered on time with cost efficiencies.
- Managing and monitoring the service delivery of British Triathlon’s digital and IT assets and services in accordance with good practice, such as CyberEssentials
- Monitoring and managing relevant commercial and service relationships with British Triathlon’s suppliers and partners to ensure digital services are aligned to business needs.
- Ensuring data can be effectively managed, shared and protected across the wide range of British Triathlon’s activities. Systems to be designed to enable end users to access data to support the Swim Bike Run community.
- Ensuring British Triathlon’s digital data is adequately and appropriately managed and secured to recognised and required standards (e.g. Data Protection Acts and GDPR)
- Developing an annual plan, budget, KPIs and work programme.

PERSON SPECIFICATION

Knowledge, Skills & Experience:	ESSENTIAL	DESIRABLE
Able to anticipate issues, problem solve, manage ambiguity, and make sound judgements in often complex and sensitive situations	✓	
Excellent technical knowledge and the ability to apply it.	✓	
Proven Project Management – ability to deliver projects on time and within budget, using the resources available.	✓	
Knowledge of up-to-date security measures and requirements including GDPR	✓	
Experience of Digital Transformation	✓	
Knowledge of the Customer Journey		✓
Personal Qualities:		
Excellent interpersonal and communication skills – Communicates effectively, clearly and confidently in written, verbal and electronic forms. Ability to translate the development problem into a solution.	✓	
Self-starter, well organised and able to prioritise workload	✓	
An integrated member of the leadership team with the ability to manage relationships across the organisation	✓	
Other:		
Willing to be flexible to support others when needed	✓	
Ability and willingness to travel within the UK		✓