



Imperial Society of Teachers of Dancing

Job Profile - Director of Operations and Digital Transformation (Part-time - 3 days a week)

Company Summary

The Imperial Society of Teachers of Dancing (ISTD) is a registered educational charity and membership association. Our mission is to educate the public in the art of dancing in all its forms: to promote knowledge of dance; provide up-to-date techniques for members and maintain and improve teaching standards.

With approximately 6,000 members in over 55 countries worldwide, the Society conducts over 120,000 examinations each year. We were recently listed by Ofqual as one of the top 20 largest awarding organisations in England and in the top 5 for delivery of performing arts examinations.

The Society aspires to be a world leader in dance education, setting the benchmark for best practice through our extensive syllabi and teacher training. We are committed to becoming a dynamic, future-focused organisation that promotes the social, cultural, physical and educational benefits of dance for all.

Summary of Role

The ISTD is looking for a part-time Director of Operations and Digital Transformation:

- Responsible for ensuring that ISTD's operating resource needs are met.
- Project lead the Digital Transformation Project
- Lead the HR, digital and facilities management.
- Support the business planning and direction setting for ISTD.

Responsible to: Chief Executive Officer; also reports to the Board on digital and HR matters.

Responsible for: HR, Building, IT Services & Digital Transformation Project.

Line manages: Head of HR and Resources.

Key Responsibilities:

Departmental duties and responsibilities:

- Lead on the resource operations of ISTD to ensure that all services are efficient and compliant, working in close collaboration with the Chief Executive Officer, Board and other Directors.
- Ensure that ISTD's legal obligations are met, reporting to the Board as required.
- Lead on the development HR and facilities, ensuring that ISTD has the physical, human and technological resources needed to achieve planned growth and efficiency.



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- Lead the Digital Transformation Project as the internal project lead and manage the digital project governance board.
- Manage relationships with external IT support provider and lead on the organisation's digital strategy.
- Act as ISTD's Data Protection Officer.

Director duties and responsibilities

- Identify and implement strategic opportunities for growth in line with ISTD's mission, core values and the aims of its Business Plan.
- Review and, where necessary, redesign departmental staffing structures to meet the financial and performance targets of the Strategic Plan.
- Initiate and oversee programmes of continuous improvement to ensure that all work streams are conducted with optimum efficiency and to the highest standards.
- Work collaboratively with the Chief Executive Officer, Directors and direct reports to ensure that key performance indicators are consistently achieved.
- Support and nurture staff development to ensure high quality delivery of all services.
- As a public facing role, present the values and ideals of ISTD at all times.
- Research and gather business intelligence to support effective business development.
- Undertake any other duties necessary to this post as delegated by the Chief Executive Officer.

Person Specification

To take up the role of Director of Operations and Digital Transformation, the individual will need to be engaged and motivated in the work and mission of the Society.

The Director of Operations and Digital Transformation must demonstrate:

- Substantial experience in leadership roles at Director or Senior Manager level, leading and motivating teams to deliver results.
- Extensive experience of working at a senior level role in digital services, ideally within a membership or educational environment or similar.
- Proven track record of the successful development and delivery of complex digital systems.
- Substantial project management experience and a proven ability to set, control and report on budgeting.
- Experience of developing people focused organisational strategy and successfully leading change.
- Proven knowledge of data management and the associated legislative requirements.
- Sound understanding of facilities management and the associated legislative requirements.
- Ability to steer the organisation towards achieving its objectives while operating effectively, responsibly, legally and sustainably.

Competencies

These are an indication of some of the observable behaviours needed for successful performance of this role:



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Technical

- Demonstrates business acumen, contributing to the creation, implementation and evaluation of ISTD's strategic plans.
- Effectively plans, manages and delivers ISTD's digital strategy and operational objectives.
- Delivers high quality, efficient and compliant operational services, meeting ISTD's obligations as an employer and landlord.
- Monitors and applies relevant legislation, policies and procedures.
- Identifies and manages risk appropriately, using risk management techniques for the best interests of ISTD and its stakeholders.
- Communicates complex issues in a simple and understandable manner.
- Drives efficiency from both administrative and financial perspectives.
- Evaluates the financial impact of decisions and works within allocated budgets.

Leadership and management

- Ensures that initiatives and priorities in their department(s) effectively deliver business objectives and are aligned with ISTD's strategic priorities.
- Displays resilient and motivational leadership to maximise team and employee performance.
- Clearly delegates authority to match employees' responsibilities and capabilities.
- Leads by example, acting as a role model for integrity and fairness, and promoting a culture of opportunity, collaboration, equity diversity and inclusion.
- Promotes the sharing of expertise and supports learning opportunities across ISTD.

Behavioural

- Makes sound and timely decisions based on an analysis of relevant information.
- Acts proactively and thinks strategically to anticipate ISTD's needs.
- Delivers innovative solutions to complex problems.
- Demonstrates excellent interpersonal and negotiation skills.
- Credible when communicating decisions and managing others' expectations.
- Able to challenge and influence, building and maintaining effective relationships within and outside ISTD.
- Applies professional and ethical judgement, taking responsibility for their own performance.
- A commitment to fairness and to promoting equality, diversity and inclusion.
- A wholehearted commitment to the mission of the Society.

Education and qualifications

- Degree level qualification in a relevant field.

Advantage

- Knowledge of and an interest in dance education and training and the wider dance arts environment.



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Working Hours

This is a part-time role, working 21 hours a week, (3 days from 9am to 5pm, with a one-hour lunch break).

Flexibility to attend Dance events during the weekend, may be required.

Additional Information

- This role is offered on a Hybrid work basis (**40% in the office and the remainder of the week working remotely**). When working remotely, the employee will be required to work from home in an environment with a high-speed broadband.
- The office remains open from Tuesday to Thursday and is available for those who would prefer to work in the office environment or have difficulties working remotely.
- Hybrid working will be reviewed on an ongoing basis.

Benefits

- **Flexibility:** this role can be worked on a Hybrid basis, (**40% in the office and the remainder of the week working remotely**). On days working in the office, employees have the option to adjust their start/finish time to avoid busy commuting times. More information is available in the ISTD Hybrid Work Policy.
- **25 days paid holiday pro rata** each year (plus the 8 public/bank holidays). In addition, 4 days between Christmas and New Year when our office building is closed; 37 paid days in total pro rata.
- **Seasonal ticket loan** available.
- Employer **Pension Contribution** matched up to 8%. All employees will be auto enrolled into the pension scheme after 3 months of employment. Employee contribution must be minimum 4% and is matched by ISTD to a maximum of 8% (although employees can contribute more than 8%).
- **Employee Assistance Programme**, consisting of 24/7 telephone access to a trained counsellor, financial advisor or a nursing and midwifery council registered nurse. Access to the My Healthy Advantage App with live chat facility, wellbeing videos and articles, mini health checks, 4 week plans for lifestyle changes and a mood tracker.
- **Virtual GP Service**, complimentary 24/7 unlimited access any day of the year. Book appointments, arrange private prescriptions and fit notes anywhere in the world. Second Medical Opinion available – for greater peace of mind. Also covers Dependents.
- **Funeral Concierge Service**, includes easy-to-use will writing tool. When help is needed, the 24/7 Advisors are one phone call away, ready to personalise the funeral plan and compare and negotiate best prices at any funeral home in the world.
- The ISTD provides employees with **Life Insurance** benefit provided by MetLife. MetLife provides a death in service benefit, based on a multiple of three times your annual salary, bereavement and probate service to the family. This benefit is available to all employees after they have passed their probation and are below the age of 70 years.



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Training

The Director of Operations and Digital Transformation will be supported in their new role with an initial induction, followed by guidance on ISTD policies and processes to ensure they feel confident, fully informed and equipped to carry out their responsibilities.

Equal Opportunities

The Society values diversity of thought and experience. We welcome applications from anyone regardless of their age, disability, ethnicity, heritage, sexuality, gender and socio-economic background. If you have any access needs or there are any barriers to access, please let us know this in your application or if you would like to discuss any of this prior to applying please email:

hr@istd.org

Method of Application

To apply as a Director of Operations and Digital Transformation please send a letter of application and CV to hr@istd.org. The letter of application should summarise what you are able to bring to the role and how you meet the person specification. The successful candidates will also be required to provide details for two recent references that can evidence skills and suitability to carry out this role, (whether in an employed or voluntary capacity).

The closing date for applications is Friday 1st November 2024 at 9am.