University of Nottingham
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Job profile

Job information

Job title: Chief Digital and Information Officer

Job family and level: Administration, Professional and Managerial, Level 7

Job category: Function Lead

School/Department: Digital Technology Services (DTS)

Location: Jubilee Campus

Purpose of the role

The Chief Digital and Information Officer (CDIO) is accountable for the effective delivery, operational performance and continuous improvement of the University's digital, information and technology services.
Reporting to the Chief Operating Officer, the CDIO will lead Digital Technology Services (DTS), ensuring the University's agreed digital strategy is translated into measurable outcomes through disciplined execution, reliable service delivery, robust governance and effective management of resources
The postholder will be responsible for ensuring that the University's technology infrastructure, enterprise systems, digital platforms and information services are secure, resilient, financially sustainable and responsive to the needs of education, research and professional services.
Working collaboratively with academic and professional services leaders, the CDIO will drive the successful delivery of the University's digital investment portfolio, strengthen operational performance, develop organisational capability and ensure that digital investments deliver demonstrable institutional value.
The role will retain responsibility for advising the University's senior leadership on technology-related opportunities, risks and future requirements, while placing particular emphasis on operational excellence, execution and accountability.

Key responsibilities

Primary accountabilities and responsibilities for the role are listed below.

1. **Strategy and service excellence (30% of the workload for the role)**

- Lead the execution and ongoing refinement of the University's agreed Digital and Information Strategy, ensuring alignment with institutional priorities and measurable outcomes.
- Translate the University's strategic ambitions into prioritised, affordable and deliverable digital plans, supported by clear milestones, accountabilities and performance measures.
- Lead the implementation of technology modernisation initiatives that improve the reliability, efficiency, scalability and sustainability of the University's digital estate.

- Drive the simplification and rationalisation of legacy systems, infrastructure and applications, reducing technical debt, operational complexity and associated risks.
- Ensure emerging technologies, including artificial intelligence, automation and advanced analytics, are evaluated and adopted where they deliver demonstrable operational or institutional value.
- Establish and maintain clear service performance standards, service-level agreements and operational key performance indicators, ensuring services meet the needs of students, academics, researchers and professional services colleagues.
- Promote standardisation, automation and continuous improvement across digital services, platforms and business processes.
- Ensure technology investment decisions are informed by enterprise architecture, lifecycle management, operational requirements and long-term financial sustainability.
- Through the Chief Data & AI Officer, lead the implementation and operational delivery of the University's agreed data strategy, ensuring the development of reliable, accessible and appropriately governed institutional data capabilities.
- Oversee the delivery and ongoing improvement of institutional business intelligence, analytics and reporting capabilities that support effective planning, operational performance and evidence-based decision-making.
- Establish appropriate measures to demonstrate improvements in data quality, reporting effectiveness and the value delivered through institutional data investments.
- Provide senior leadership and oversight of the University's information and knowledge services, ensuring effective delivery in support of education, research and institutional priorities.
- Work with Library Services leadership to ensure digital and physical information resources, collections and associated services remain accessible, sustainable and responsive to academic and research requirements.
- Support the effective implementation of institutional priorities relating to open access, digital scholarship and inclusive access to information and learning resources.
- Promote continuous improvement, service quality and effective integration between information services, digital platforms and wider institutional capabilities.

2. **People and performance (20% of the workload for the role)**

- Lead and manage the leadership team, empowering direct reports and colleagues within Digital Technology Services to strengthen leadership capability and support their performance, development, engagement and wellbeing.
- Lead a values-driven culture and healthy working environment where people feel safe to challenge, contribute and learn from mistakes.
- Embed equality, diversity, and inclusion principles across all policies, practices, and leadership approaches
- Lead a learning-focused culture that embeds reflection, continuous improvement, and knowledge-sharing across multiple functions.
- Ensure the DTS operating model, organisational structure and strategic workforce plans provide the roles, skills and capabilities required to meet current operational needs and deliver future digital and institutional priorities.
- Oversee the strategic deployment of significant resources across multiple functions, aligning investment decisions with institutional priorities and long-term organisational objectives.

3. **Governance, compliance and risk (20% of the workload for the role)**

- Ensure appropriate governance, prioritisation and decision-making arrangements are in place to maintain alignment between institutional requirements, available resources and delivery capacity.
- Ensure data platforms, integration services and analytical capabilities are reliable, scalable, secure and aligned with institutional requirements.
- Be accountable for the delivery of reliable, secure, resilient and high-performing digital and technology services across the University.
- Ensure the effective operation, maintenance and lifecycle management of the University's core technology infrastructure, networks, enterprise applications, platforms and digital services.
- Oversee the effectiveness of IT service management disciplines, including incident, problem, change, configuration and capacity management, driving improved service quality and user experience.
- Ensure robust cybersecurity, information security, disaster recovery and business continuity arrangements are maintained, with clear ownership of operational risks, controls and remediation activities.
- Lead the identification and management of operational vulnerabilities, technology obsolescence, service dependencies and infrastructure resilience risks.
- Ensure effective management of strategic technology suppliers, contracts and third-party service providers, maintaining appropriate standards of performance, resilience, compliance and value for money.
- Establish transparent operational reporting and assurance arrangements, ensuring material service risks, incidents and performance concerns are escalated and addressed promptly.
- Strengthen data governance, ownership, quality and accountability across the University, ensuring appropriate standards for data management, security, privacy and ethical use.
- Ensure appropriate operational governance, performance management and resource planning arrangements are maintained across information and knowledge services.
- Ensure the effective management of DTS financial resources, including operational and capital budgets, workforce costs, commercial commitments and technology investments.
- Drive financial discipline, cost transparency, efficiency and value for money, ensuring resources are allocated in accordance with institutional priorities and agreed delivery commitments.
- Maintain effective governance and assurance arrangements across departmental risk, audit, compliance, health and safety, and relevant regulatory obligations.

4. **Relationship and representation (10% of the workload for the role)**

- Advise the Vice-Chancellor, Chief Operating Officer and University Executive Board on digital delivery performance, technology-related risks, investment priorities and emerging opportunities.
- Collaborate with senior colleagues across the University, committees, and external bodies to provide high-level expertise that informs strategic decision-making and shapes institutional direction, reinforcing a shared sense of purpose across those relationships.
- Represent a major function and the wider University externally, offering high-level professional expertise, building mutually beneficial partnerships, and enhancing the reputation of the organisation.
- Work collaboratively with academic and professional services leaders to ensure digital capabilities, investments and institutional information support education, research, operations and enterprise, while improving the consistency, accessibility and effective use of information across the University.

5. **Digital Portfolio Execution and Benefits Realisation (20% of the workload for the role)**

- Provide executive accountability for the successful execution of the University's approved digital investment portfolio, ensuring delivery against agreed scope, milestones, budgets, quality standards and institutional priorities.
- Translate approved digital investment priorities into integrated, achievable delivery plans, supported by effective programme governance, resource allocation, dependency management and delivery assurance.
- Establish and maintain robust portfolio management disciplines, ensuring transparent oversight of programme performance, financial commitments, delivery risks and interdependencies.
- Ensure digital programmes and projects are delivered through appropriate methodologies, controls and assurance arrangements, with clear accountability for delivery outcomes.
- Work collaboratively with institutional sponsors, business owners and professional services leaders to ensure effective business readiness, adoption and implementation of new digital capabilities.
- Establish clear benefits realisation frameworks, ensuring digital investments are supported by measurable outcomes, agreed ownership and appropriate post-implementation evaluation.
- Identify and proactively address delivery constraints, resource pressures, competing priorities and emerging risks, escalating material issues through appropriate institutional governance arrangements.
- Ensure effective transition of new systems, platforms and capabilities into sustainable operational services, with appropriate support, ownership, documentation and lifecycle management arrangements.
- Provide regular, evidence-based reporting to the Chief Operating Officer and relevant University governance bodies on portfolio delivery, investment performance, benefits realisation and material delivery risks.

Person specification

Competencies

Essential

You can demonstrate the ability to

- Communicate strategic priorities and complex issues to engage stakeholders and support organisational objectives.
- Identify opportunities for strategic improvement and innovation using evidence, sector knowledge and organisational insight.
- Model reflective practice, integrity and resilience to support a culture of learning and accountability.
- Builds strategic partnerships across internal and external networks to promote knowledge sharing and support organisational priorities.
- Lead others through uncertainty and change to support organisational resilience and improvement.
- Develop strategic plans and direction that align resources, priorities and activity with organisational objectives.
- Create an environment that enables high performance, continuous improvement and professional growth.
- Integrate equality, diversity, inclusion, and wellbeing into leadership practice, organisational culture, and decision-making.

Skills

Essential

You can demonstrate the ability to:

- Apply recognised expertise in functional/technical, sector, and regulatory knowledge with commitment to ongoing learning.
- Use organisational intelligence, performance information and external trends to evaluate strategic options, anticipate future needs and inform institutional planning.
- Apply expertise in financial oversight, understanding complex procedures, and relevant regulatory compliance.
- Apply digital and data literacy to use systems, data, and technology effectively to inform strategic planning.
- Use professional expertise, evidence and strategic insight to inform decisions that support organisational objectives and long-term priorities.
- Evaluate strategic risks and opportunities to support organisational resilience and informed decision-making.

Knowledge and experience

Essential

- Experience of leading complex services, functions or programmes and aligning people, resources and priorities to deliver organisational objectives.
- Senior leadership experience in IT, digital transformation, strategic planning, or data analytics within a large and complex organisation.
- Proven experience of delivering enterprise-wide transformation and technology-enabled innovation.
- Strong understanding of digital infrastructure, enterprise applications, cyber security, AI, and IT service management.
- Experience in data governance, business intelligence and performance measurement.

Desirable

- Familiarity with the higher education sector, policy and regulatory environments.

Qualifications, certification and training

Essential

- Degree-level qualification or relevant professional qualification, or equivalent knowledge and experience gained through leadership of functions, services or major programmes.
- Evidence of continued professional development relevant to leadership, operations, strategy or organisational management.

Desirable

- Postgraduate qualification in information management, computer science, business administration, or related discipline.
- Formal leadership/management training (e.g. MBA, ILM, CMI).
- Professional certification in relevant areas (e.g. ITIL, TOGAF, PRINCE2, Agile, CISM, CISSP, CDMP).

In role expectations: core competencies and behaviours

The university has developed a clear set of core values and competencies that our people should be demonstrating in their work, and as ambassadors of the university.

At this level, we would expect people to demonstrate the following competencies and behaviours in their role:

Competency	Description
Communication	Drives a culture of openness, represents the university externally, and promotes inclusive communication practices.
Innovation & Problem Solving	Creates a culture of ambitious problem-solving, champions transformative initiatives, and anticipates future trends.
Self-leadership	Leads with integrity, compassion and resilience to shape a culture of openness, continuous learning and self-leadership.
Collaboration	Builds strategic partnerships, challenges barriers to collaboration, and integrates cross-sector insights.
Adaptability	Drives a culture of adaptability, prepares for future uncertainties, and ensures long-term sustainability.
Sets direction	Develops and communicates an inspiring strategic vision aligned with priorities, empowers leaders to create actionable plans, motivates teams to achieve ambitious goals with clear direction and accountability.
Develops performance	Leads a high-performance culture by evaluating performance and recognising achievements, leads strategic changes to drive performance, and structures portfolios to align with future priorities.
Promotes wellbeing and inclusion	Leads and represents the department in line with the university values with integrity and respect, prioritises wellbeing and inclusivity within the vision, and addresses systemic barriers to wellbeing and inclusion at a department level.

Key relationships (role structure)

Line Manager: Chief Operating Officer
Direct reports: Chief Technology Officer, Director of Digital Products, Director of Service Delivery & Resilience, Director of Digital Engagement & Business Partnering, Director of Digital Partnerships, Chief Data & AI Officer, Head of CDIO Office, Executive Administrator & Compliance Lead

Commitment to Equality, Diversity and Inclusion (EDI)

Our university is a supportive, inclusive, caring and positive community. We warmly welcome those of different cultures, ethnicities and beliefs – indeed this very diversity is vital to our success, it is fundamental to our values and enriches life on campus.

