## Role Profile

<table>
<thead>
<tr>
<th>Role Title: Head of Technology and Data</th>
<th>Responsible to: Membership and Commercial Director (with dotted line to Finance Director)</th>
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<tbody>
<tr>
<td>Department/Directorate: Membership and Commercial</td>
<td>Responsible for: NA</td>
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### Purpose of Role:
- To lead the strategic development and ongoing maintenance of BVA’s technical infrastructure, systems and services, including our website and CRM
- To lead and manage key technical projects, including the implementation of our new CRM system

### Key Responsibilities:
- Managing and developing Infrastructure, systems & services, including (but not limited to); Servers, Networking, Connectivity, End User Devices, Printing & Imaging, Voice, Meeting Room Equipment, Mobile Phones, Website and Local Applications / Databases (CRM system, accounting software, etc). Either hands on, or through management of our supplier of digital / support services
- Data governance and best practice, including; compliance with the Data Protection Act 2018, robust backup and resilience processes and strong digital security (perimeter and end user device).
- Managing all technology projects (eg BVA wide project of CRM roll out)
- Overseeing day-to-day operation of our current CRM (Including supporting staff with technical issues and liaising with CRM supplier)
- Improvement of internal capabilities (eg video conferencing, phones, and all our internal systems)
- Managing relationships with key technology suppliers including web hosting, web development, CRM development, testing, end user support and security.
- Work with our journals publisher, providing input into digital developments and to ensure members can easily access their online publications
- Work with colleagues across BVA to develop a contact data strategy which is GDPR compliant and maximises use of our new CRM to drive engagement, and handling complex data queries
- Managing the technology budget including monthly reforecasting with the finance team
- Other duties appropriate to the role as agreed with Line Manager
People

- Work closely with Digital Content Manager, who will manage the content creation, editing, and digital comms
- Develop and maintain close relationships with colleagues across BVA, consulting with them on their technology needs and projects to improve overall BVA performance
- Manage and maintain good working relationships with suppliers for all major platforms, systems, technology services, and our publications

Initiative/innovation

- Leading and reviewing BVA technology strategy and proposing new ideas where appropriate
- Maintaining an active understanding of the latest developments across the IT/technology landscape and generate new ideas/innovation so as to identify new opportunities.

Knowledge, skills and expertise

Essential:

- A comprehensive understanding of the wider technology landscape/market, and ability to advise senior management on what is required to maximise effectiveness
- Experience of strategic development of technology infrastructure
- Experience of administering Microsoft enterprise infrastructure including, but not limited to; Windows Server, Active Directory, Office 365, Windows Clients, etc.
- Confident working with networking infrastructure and security, particularly switching and firewalls.
- Proven experience of working with CRMs and integrated email marketing
- Proven project management skills and application of methodologies
- Excellent interpersonal skills
- Strong organisational skills, including the ability to prioritise and work to deadlines
- Proven experience of working with external agencies and stakeholders
- Excellent written and oral communication skills

Desirable:

- Administering Microsoft Dynamics
- Knowledge of HTML