

**JOB PROFILE**

**Job Title:** Technical Manager  
**Contract:** Permanent  
**Salary:** Circa £35,000 p.a. (plus benefits)  
**Location:** Central London  
**Responsible To:** Online Editor  
**Direct Reports:** None

Sector Skills Council  
for the Creative and  
Cultural Industries

**Date:** April 2008

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**Overall Purpose of the Role:**

To recommend and manage the day-to-day development, implementation and use of new media and technology solutions across Creative & Cultural Skills, particularly for the delivery of research and communications services, including Creative Choices. The role will also identify technology strategies for new digital product and services.

**Resources Impacted On:**

- External contractors
- Industry stakeholders
- Delivery of operational targets and budgets

**Other Requirements:**

- Flexibility to travel across the UK
- Occasional unsociable working hours/ overnight stays

**Key Accountabilities:**

- Manage the specification, implementation and development of technology solutions and architectures to meet content, customer relationship, contact and digital asset management requirements across CC Skills.
- Taking the lead on IT development strategies and advising Office Manager and Executive Director, Finance & Performance on the IT infrastructure for CCSkills.
- Evaluate user feedback and site monitoring data for all CCSkills digital products and service and develop responsive strategies for improvements to their platforms and user experiences.
- Apply experience and knowledge of digital technologies, innovations and audience behaviours to identify new business and revenue generation opportunities for CC Skills.

- Develop, implement and manage standards and protocols for all CCSkills digital products and services to ensure online safety, security and accessibility.
- Quality-assure and manage technology development contracts with third-party organisations and individual contractors to ensure requirements of the business are met.
- Champion the adoption of new media technologies across CCSkills, supporting implementation and use as required.
- Actively managing project contracts, finances and personnel to ensure projects are delivered within time and budget
- Working within and promoting company policies, particularly in relation to diversity, accessibility, online safety and security.
- Take responsibility for your own development and skills needs by committing to at least 5 days continuing professional development each year.
- To take responsibility for the health and safety of self, staff and clients – identifying recording and acting upon potential safety matters promptly and in accordance with organisation’s policy and procedures.
- In addition to the duties set out above you may from time to time be required to undertake additional duties as necessary to meet the needs of the organisation.

**PERSON PROFILE**

**Job Title: Technical Manager**

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven track-record of successfully managing the technical development of complex web based, multi-channel or software projects, from start to finish</li> <li>• Experience of working closely with business owners, designers and writers to develop technical solutions for a range of audiences</li> <li>• Experience of using a range of Customer Relationship and Content Management systems</li> <li>• Proven track-record of developing, integrating and ensuring the interoperability of multiple databases</li> <li>• End to end testing, including user testing of products across a range of different service channels</li> <li>• Project planning, setting project timeframes and delivery dates, contract management</li> </ul>	<ul style="list-style-type: none"> <li>• Multi-faceted experience across all technical platforms including internet, MMS, SMS</li> <li>• Experience of providing technical support / user support</li> </ul>
<b>Attainments</b>	<ul style="list-style-type: none"> <li>• Ideally from a software developer background with at least 3 years' dedicated project management responsibility</li> <li>• Educated to degree level, ideally with a postgraduate degree in a computing discipline, although mathematics or engineering related disciplines are also considered appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Member of an appropriate industry association (BCS, PMI etc)</li> <li>• Project management training (Prince 2)</li> </ul>
<b>Special Aptitudes</b>	<ul style="list-style-type: none"> <li>• In-depth knowledge of internet security and data protection issues, W3C accessibility guidelines</li> <li>• In-depth knowledge of usability issues</li> <li>• Ability to explain technical concepts in a simple and concise manner, using non-technical language</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• An outstanding contract manager with the ability to work professionally with partner, agency and client members across creative, operational and technical departments</li> <li>• Strategic thinker who is willing and able to be hands-on when required</li> </ul>	
<b>Thinking Style</b>	<ul style="list-style-type: none"> <li>• Inventive, demanding, rigorous, logical</li> </ul>	

- Circumstances**
- Able to work flexibly and travel as required, including nights and overnight stays.

