

Curious Minds

Job Description & Person Specification

Head of Digital Innovation

Head of Digital Innovation

Reports to: Chief Operating Officer

PAY BAND:	7 - Senior Management Team (permanent)
HOURS:	35 per week (flexible or part-time options considered)
SALARY:	£36,207-£39,599 negotiable within range based on experience
BASE:	Wigan – hybrid working between home & office
START DATE:	As soon as available

Curious Minds' vision is for a future where being creative and experiencing brilliant culture is a regular part of every child's learning and life. We work strategically across the North of England to tackle unequal access to creativity and culture for children and young people.

We have an exciting and rare opportunity to join our small but mighty team as our **Head of Digital Innovation**. This is a vital new role within a team of curious and skilled professionals, at a moment of great importance and opportunity as we approach a new chapter in our curious story.

We're looking for someone to bring vision and dynamism, who will use their expertise and creativity to drive forward our digital transformation plans. This is an exciting opportunity for the inaugural post-holder to shape a new senior role within a highly regarded charity.

Previous experience in a similar role is essential, as is recent experience of website and database development. Strong digital and IT skills are important to lead on developing our digital capabilities and interactions. You will need to be ferociously curious about next and best practice in your field.

Curious Minds is a great organisation to work for and we offer fantastic benefits of life assurance, pension and Medicash health cash plan. We're proud of our progressive policies on parental leave, menopause, inclusion and anti-racism, and environmental sustainability.

You'll be joining a dedicated, passionate and supportive team in a values-led organisation. This is a meaningful and rewarding opportunity to apply your expertise to ultimately make a positive difference for children and young people.

N.B. We're offering this opportunity as a full-time permanent position. However, if you think you'd be perfect for this role but the terms laid out here won't work for you, we'd be happy to negotiate alternative options, including part-time, term-time only or job-share. Please don't hesitate to get in touch to discuss.

Job Description

The Role in a Nutshell

The Head of Digital Innovation will be responsible for managing, developing and streamlining digital solutions for the organisation, including website, a suite of new micro-sites, learning platform and our CRM. They will take the lead on a range of developmental projects and will need to be flexible to respond to the changing operational requirements of the charity.

This is a new role in the organisation and the ideal post-holder will be an inspirational leader, a creative thinker and competent self-starter. They will be an organised, flexible and experienced professional, able to handle a range of responsibilities and competing priorities with minimal supervision.

The Head of Digital Innovation will work as part of the Senior Management Team and be responsible for a small team of staff and associates. They will report to the Chief Operating Officer.

The ideal person may have developed their expertise in any sector, but they will be curious about creative and cultural education's role in shaping a better future.

This is an opportunity for a digital expert with a creative and curious mind to make a vital contribution to the future of the charity. This, in turn, will ensure that more and better cultural opportunities reach the children and young people who need them most.

Why Curious Minds Needs This Role

Curious Minds is a long-established charity embarking on a period of transition and transformation. We have recently entered a new relationship with our main funder Arts Council England as a [National Portfolio Organisation](#) and have been awarded [Transform](#) funding. This opens up exciting new opportunities to innovate how we use digital technology to streamline our operations, diversify our programmes, deliver training and events, and deepen our social impact.

We want Curious Minds to be a great employer and a brilliant partner to work with, and to secure the charity's future as a sector leader and innovator. To do this, we need to make best use of existing and new technologies to improve and streamline operations and programme delivery, including monitoring and evaluation, reporting, marketing, communications, professional development courses and events management.

We currently have a significant and important window of opportunity to invest in new digital solutions to streamline our operations and grow our impact. This new post will be pivotal to achieving this aim.

What You'll Be Doing

- Reviewing existing digital capabilities and make recommendations for further embedding a digital-first culture.
- Reviewing use of digital technology across the organisation, ensuring decisions relating to new digital implementations are consistent with the organisation's values and strategy.
- Developing, implementing, managing, and reviewing the organisation's digital strategy and road map in line with organisational values, objectives and priorities.
- Leading on the development and maintenance of our main website, learning platform and planned suite of new microsites.
- Leading on the development, implementation and maintenance of our Salesforce CRM.
- Leading on the development and integration of digital ticketing and sales functions.
- Leading on the review, development and maintenance of our Learning Platform.
- Leading on developing and implementing use of Digital Badging to enhance our offer.
- Leading on the design, development and implementation of digital solutions to enhance remote working and our delivery of online meetings and hybrid events from our new base.
- Ensuring that digital projects are delivered on time and within budget, evaluating and mitigating any risks.
- Planning to enhance the organisation's level of digital competency, ensuring new systems and processes are well communicated, supported, documented, and adopted.
- Supporting digital innovation and best practice, ensuring the use of new technologies for the benefit of all staff and partners.
- Keeping up to date with emerging technologies such as AI and VR, and how they can be used to enhance our work, programmes and services.
- Providing expert advice and guidance on all aspects of digital transformation.
- Line-managing a small team of staff and associates as directed.

Things We Expect All Curious Minds Staff to Do

- Undertake other relevant duties deemed necessary by the Executive Management Team and Board of Trustees
- Actively seek out opportunities for development and income generation.
- Read, understand and adhere to Curious Minds' policies and procedures.
- Stay up to date with key developments in your specialist area and creative and cultural education generally.
- Participate in team-meetings and development days.
- Regularly update the CRM
- Be willing to travel across the region and occasionally further afield, occasionally working evenings and weekends
- Represent Curious Minds at regional and national meeting and events.
- Follow Curious Minds' 7Cs behaviours in all areas of your work.

Person Specification

Skills & Competencies Needed To Do This Job

You need to care deeply about...

- Curious Minds' vision and mission, and for its work and people.
- Meeting the needs of schools, cultural organisations and other stakeholders
- Inclusion, diversity and anti-racism and fairness.
- Improving the lives of all children and young people through cultural education, especially those facing challenge or disadvantage.
- Upholding high standards of accountability and transparency.

You need to be ferociously curious about...

- How digital technologies can be used to improve organisational systems.
- Next and best practice in digital technology, particularly in the fields of culture, education, learning and professional development.
- How to use digital innovations to enhance hybrid working, training and events.
- IT developments and opportunities including system integrity and security.

It is essential you can demonstrate that you are capable and confident to:

- Manage websites, databases and other digital tools for a medium-sized charity, underpinned by good knowledge of relevant technologies, regulations and laws.
- Support colleagues in developing use of digital learning tools and equipment to enhance our training, events and learning offers.
- Deliver accurate narrative and data reports to a high standard.
- Carry out administrative tasks and be able to use a wide range of software and web-based applications.
- Use and manage others' use of relevant software and systems.
- practice advanced IT skills.
- Hold or be willing to undertake a relevant qualification.

As a member of the Senior Management Team you will also be competent to (or be willing to learn to):

- Advocate powerfully for the work of Curious Minds and the cultural education sector.
- Influence new ways of working.
- Think, plan and act strategically to effect long-term change.
- Establish and grow relationships with key partners and influencers.
- Uphold, apply and develop Curious Minds' ethos and organisational culture – underpinned by the 7Cs.
- Keep your specialist knowledge up to date.
- Work with integrity to meet the genuine needs of our stakeholders, always ultimately contributing to our charitable purposes.

The 7Cs Behaviour Specification

Attitude	Behaviour
We are Curious	<ul style="list-style-type: none"> • I look for opportunities and solutions (e.g., for income generation and organisational development) • I am open to new ideas, come up with new ideas and am willing to try new things. • I aim for best practice and, whenever possible next practice in my area of work to be a trailblazer.
We are Courageous	<ul style="list-style-type: none"> • I accept and deliver challenge, especially concerning diversity, inclusion, quality and relevance. • I am willing to be challenged about my own work and to challenge others where I can offer positive solutions for change. • I am ambitious for myself and for the organisation, am proactive and take the initiative. I don't just talk about it, I do it! • I am comfortable with complexity; willing to start the journey without a map.
We Celebrate	<ul style="list-style-type: none"> • I celebrate my own and my colleague's success, whether little or big. • I am a strong ambassador for Curious Minds, proud of the brand and promote it widely. • I am a strong ambassador for arts and culture for children and young people and celebrate their successes too.
We Collaborate	<ul style="list-style-type: none"> • I'm not just a sole trader, I am aware of the impact I have, and can have, on others' work and actively contribute to the success of my colleagues. • I communicate well and am present at team meetings and contribute meaningfully to team discussion and planning. • I am committed to enabling creative collaboration and work positively towards this goal.
We Care	<ul style="list-style-type: none"> • I am respectful, courteous and aware of the impact my actions and emotions have on others. I express my feelings and control my emotional response appropriately. • I care about children and young people and believe in the value of arts, culture and creativity. • I value resources, financial and physical and use them wisely keeping in mind issues of equality, accountability and transparency
We are Conscientious	<ul style="list-style-type: none"> • I plan my workload to manage my time and achieve my goals. • I come prepared to meetings and think before I speak/act. • I deliver on my commitments, give attention to detail, arrive on time, present myself professionally, meet all deadlines and respond promptly to all enquiries. • I am reflective and reflexive and willing to adapt.
We are Credible	<ul style="list-style-type: none"> • I am honest and truthful. • I know my stuff and keep up to date with latest developments. I say when I don't know something and am willing to learn. • I am confident and professional, knowing when to speak and when to keep quiet.