JOB DESCRIPTION

Job Title: Deputy Director, Digital Innovation & Development

Department / Business Stream: Cambridge International Examinations

Location: Cambridge

Reports to (job title):   Director, Development

JOB PURPOSE

The role of Deputy Director, Digital Innovation & Development, exists to lead the creation, maintenance and prioritisation of CIE's digital product and services strategy, ensuring this drives the CIE Business Plan and delivers predicted growth and educational reputation. Overall ownership and responsibility for the full product cycle, from product strategy, prioritization, and development through to adoption and improvement of products.

PRINCIPAL ACCOUNTABILITIES

Leadership and Vision

Provides strategic vision and leadership in meeting the challenges and opportunities of digitization as they impact the assessment business, including the existing product and services roadmaps to 2021.

Possesses an in-depth understanding of the current requirements and the emerging trends in assessment services in the global education market.

Guides the business by conveying the vision, value, and context of "why" we embark on such developments, and plan "how" best to deliver effectively.

Works with multiple stakeholders across the business to communicate, promote consensus, engagement and alignment in strategic direction.

Publishing and Product Design

Demonstrates an instinct for successful publishing and experience of using data and customer research to inform decisions and product development.

Has experience of delivering, managing, maintaining and monitoring digital products and services, and a track record of bringing new products to market.

Has experience of working with design, user experience and technology teams to turn product requirements into solutions that consistently meet and exceed customer needs.

Process Management and Delivery

Clearly sets out and agrees processes across Divisions (Assessment, BTS, Operations, International Network, and Education) to ensure robust, fully operationalized, end-to-end delivery.

Working closely with Operations and Assessment, sets out the developmental and procedural processes including transition to BAU so that there is close and efficient cross-divisional co-ordination.

Most importantly, ensures that operational aspects of the programme can be implemented beyond 'controlled launches' and that they are scalable and all processes are mapped to standard procedures.

KNOWLEDGE, SKILLS AND EXPERIENCE

Qualifications
- A degree/higher degree or MBA
- Prince2 and MSP accreditation;
- Experience of digital publishing and/or a relevant qualification
- A teaching qualification, or classroom experience would be valuable

Skills
- Ability to weigh up CIE and CA needs to enable the best fit for both;
- Change management skills
- Influencing and negotiation skills – ability to manage expectations
- Confident and tenacious with senior stakeholders and technical staff
- Superb interpersonal skills, excellent communication skills
- Strong facilitation skills

Experience
- Experienced in end to end digital product management
- Experience of working with both Waterfall and Agile development teams, delivering complex initiatives through iterative development cycles
- Process improvement orientated, and puts forward ideas for improving processes and project management practices
- Significant and demonstrable experience of working in a position where product ownership of a product or platform (including decisions on scope, prioritisation and evangelising the product) is/was a major component of the role.

Behaviours
- Commercial orientation
- Proactive strategic thinker with strong analytical mind set
- Excellent communicator
- Creativity and vision
- Persuasiveness
- High levels of enthusiasm and drive
- Proven leader and effective decision maker
- Takes ownership and responsibility with a 'can do' attitude
- Likes working in a team within a dynamic environment
- Has a positive outlook, and is a solution provider
- Proven inspirational and motivational leadership