

Technology Infrastructure Consultant: Further Information

Who we are

The National Youth Agency (NYA) is the Professional, Statutory and Regulatory Body (PSRB) for youth work in England, and the national body for youth work. We have been raising awareness and championing the importance of the youth sector for over 50 years, and our role has never been more important. Since 2019 we have been supported by funding from DCMS to maintain our core PSRB functions and sector quality standards; and have secured other diverse funding to deliver programmes which support our wider charitable mission; to transform the lives of young people through quality youth work.

As the national body for youth work, the NYA is responsible for quality assurance and compliance for all Joint Negotiating Committee (JNC) recognised programmes in the country through its Education Training Standards committee, and more widely in the UK through JETS. This includes programmes at all levels (2 – 6). Ensuring all programmes adequately reflect the national occupational standard, and that there is professional standardisation across the field, is a unique responsibility that provides NYA with a detailed insight into what works in the sector. NYA also leads on the development of Youth Work Apprenticeships for the sector.

NYA holds a unique position within the sector, offering guidance, support, advice, training, and staff development opportunities for youth workers and youth work organisations. We deliver training both face-to-face and through our online learning Academy. Our team of Youth Work Specialists are experienced youth workers and teaching staff and are well placed to support professional development of staff teams and individuals.

The National Youth Agency (NYA) is at a very exciting point in its digital development having accelerated our online activity through the pandemic yet also as a planned journey toward making NYA a leader in reimagining how support, services and resources can be affordable and accessible to young people and all our stakeholders working with or for young people.

What we need

The NYA is seeking a suitably qualified and experienced independent consultant with a background working as a Chief Technology Officer or similar. The consultant will work in partnership with key NYA staff members, including the Programmes Operation Manager, Communications and Marketing Manager, and Head of Operations, along with SLT to scope the current extent and provision of the NYA's technology infrastructure, including our online presence.

The consultant will deliver a project that provides a full review of the technology infrastructure of the organization and makes fully costed and considered

recommendations to the senior leadership team. This should support the NYA to secure the appropriate digital architecture and digital processes to support the delivery and impact priorities within the Strategic Plan.

To include:

Infrastructure

- Assessment of current the platforms and digital activity across all work strands and in light of key strategic priorities.
- Make recommendations on improvements NYA can make to the existing digital architecture
- Make recommendations on new digital opportunities that can support our work, improve customer experience and that do so in a financially viable way.

Data

- Explore NYA cyber risk and data security, identifying any current risks and making recommendations on how to better protect the organization and stakeholders in the future.

People

- Assessment of our current internal capacity and capabilities and make recommendations for a resource structure that can maintain and grow our digital work in the future.
- Review our current IT support services and ensure fit for purpose and best value for money, with consideration to an inhouse solution alongside resourcing options.

Impact

- Work across the organization to review the current ways we undertake data capture, programme performance data etc and make recommendations as to how these can be enhanced.
- Provide advice on building an 'impact' dashboard, including technology requirements and technical expertise needed to maintain and update the dashboard

Compliance

- Review compliance to ensure the organizations technological processes and services comply with all requirements, laws, and regulations; to include the review of data protection and quality assurance and insurance cover and make recommendations where action needs to be taken to strengthen for full compliance and best practice.

Ambitious & Creative

- Following full analysis of NYA and with an understanding of both our strategy, our products and services and our people, research and then provide aspirational guidance for possible technological visions and opportunities that are new and emerging that could power our work forward.

Conclusions

- A series of short reports from the above areas will be required to guide discussions and priorities through the consultation period. This will then culminate in a final report which provides an over view of the NYA's current position, the opportunities to explore and the recommendations to ensure we are ambitious, to be shared with senior leadership team for discussion that informs a forward Digital Development plan.

Key information

We are a team of 30, all currently working remotely with a head office in Leicester.

We are looking for competitive tenders to cover all work detailed and include provision of a conclusions report with recommendations and indicative costings as appropriate.

If you are interested in working with us and would like an informal discussion to understand us and our requirements more fully, then please email amandaf@nya.org.uk