



Job title	Chief Data & AI Officer	Job family and level	Administrative, Professional and Managerial Level 7
School / Department	Digital & Technology Services	Location	University of Nottingham Campuses

Purpose of role

The Digital and Technology Services (DTS) department is the central IT provider for the University of Nottingham, serving a global, digital community of over 46,000 students and 8,000 staff across the university's UK, China and Malaysia campuses.

Digital and Technology Services is led by a Chief Digital and Information Officer (CDIO), who is supported by a Senior Leadership Team (SLT) and department of approximately 280 FTE responsible for ensuring the university's digital services are fit for purpose, enabling the university's strategy through the delivery of world class digital products and services to students, staff and visitors.

The Chief Data & AI Officer is a senior strategic leadership role, providing leadership capability across a combination of capabilities, with a primary focus on the ethical, secure, and strategic implementation of Artificial Intelligence and advanced analytics to drive institutional transformation.

- Architect of the university's data ecosystem, ensuring data is trusted, accessible, and high-quality to support evidence-based institutional decision-making
- Leader of the AI and advanced analytics strategy, ensuring the institution derives maximum value from its data assets while driving competitive advantage
- Establishment of enterprise-wide AI and data governance frameworks, proactively balancing innovation with risk management, compliance, and ethical oversight

Role Description

Responsible for the data strategy and deriving maximum value from the data available to the university. In addition, responsible for the data management requirements of the institution, including data governance, data quality, and promoting a culture of data-informed decision-making. Provides data, advanced analytics, and AI thought leadership to internal and external stakeholders.

Collaboration with senior members of staff, including University Executive and Enterprise Architecture, to ensure strategic decisions are underpinned with data via establishing sector-leading data analytics and business intelligence capabilities. Promotes data-driven initiatives including identifying and championing data monetisation opportunities and partnering with global leaders in big data and advanced analytics.

Responsible for liberating data silos and working across university functions to ensure they are data-enabled and aligned with the underlying data architecture. Promotes data democratisation and the principle of self-service to support the continuous improvement of services across the institution. Designs and delivers the required data infrastructure (data lake, data warehouse, etc.) to best leverage multiple unstructured data sources.

Collaborates strategically with Enterprise Architecture to inform and shape the institutional data and AI architecture, ensuring alignment with the university's digital roadmap. Leads the continuous improvement of end-to-end processes for high-volume and high-value data within a complex, matrixed environment. Partners with cross-functional teams to define and enforce data and AI guardrails, ensuring that all implementations meet institutional service levels, quality, risk, and security standards, and that these requirements are codified into clear, actionable policies.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	%
1	Strategic: ▪ Setting and championing an institution-wide data strategy, including the infrastructure required to deliver this ▪ Define and lead the institutional AI Strategy, ensuring alignment with the university's mission while identifying opportunities for AI-driven competitive advantage ▪ Overseeing the management and flow of data throughout its lifecycle ▪ Build and maintain strong relationships at senior and executive levels to understand and shape planning and enable them to make data-driven decisions ▪ Sets the strategic direction for data value extraction, including monetising data collected from multiple sources by using advanced technologies; and supporting the development and marketing of new products and services ▪ Inform the data architecture in collaboration with Enterprise Architecture team ▪ Provides internal and external thought leadership on data best practice ▪ Understand cross-sector landscape and key trends – researching competition, identifying best practices and defining opportunities for improvement ▪ Establish and chair an AI Ethics and Governance Board to oversee the responsible adoption, deployment, and monitoring of AI systems	30%
2	Data/Analytics Processes: Enabling data ability, availability, and efficiency: ▪ Design the technology roadmap for data and AI, including the governance frameworks required to scale generative AI and predictive models securely ▪ Sets best practice for organising, storing and analysing strategic, operational and production data ▪ Implementing data analytics effectively into business processes via self-service principles and a pro-active approach to using data to identify risks and opportunities at Executive level ▪ Implement and leverage AI/ML within data analysis ▪ Prioritising data quality initiatives that ensure accurate and added value business outcomes ▪ Promoting data democratisation, data literacy and a DataOps culture companywide ▪ Liberate siloed data that hinders intradepartmental business initiatives ▪ Implement an AI Lifecycle Management (ALM) framework that covers model training, validation, bias detection, and ongoing performance monitoring	30%
3	Governance: ▪ Ensuring compliance and establish best practices for Data and AI safety, algorithmic transparency and that comply with data protection, privacy and security regulations ▪ Advising on, monitoring, and governing enterprise data across its lifecycle with a particular focus on data quality ▪ Create and manage data governance strategies, practices and requirements	20%

	▪ Balance risk with availability of data to the business to act as an enabler for other services ▪ Lead the design and evolution of the DTS Operating Model, including organisation and role clarity, standards, processes, tools, governance and reporting. ▪ Co-ordinate DTS participation in enterprise transformation programmes ensuring alignment between institutional change, technology delivery and adoption ▪ Develop and enforce AI guardrails and usage policies to manage enterprise risk, including intellectual property protection, data privacy, and ethical compliance	
4	Leadership: ▪ Champion data-driven decision making and data governance best practice across the institution at all levels of stakeholders ▪ Lead and develop teams encompassing a data-led, insight-driven, and customer-led culture spanning data engineering, advanced analytics, and AI/ML capabilities ▪ Partner closely with external partners to align strategic efforts and manage delivery of day-to-day operations ▪ Champion and develop each of the disciplines within the function to a standard that meets the objectives and needs of the university ▪ Lead and create cultures of high performing, technically proficient self-organised teams, setting clear targets and objectives, and directing them provide data value and digital efficiency across the university	20%

Person specification

	Essential	Desirable
Skills	- Operates credibly at executive, governance and enterprise levels - Ability to build alignment across diverse academic, professional and technical stakeholders - Exercises judgement, pragmatism and calm authority in complex, ambiguous environments - Fosters a culture of collaboration, continuous improvement and responsible innovation - Excellent verbal and written communication skills, including the ability to explain technology solutions to diverse stakeholder groups - Understanding of enterprise digital, data and technology capabilities and their strategic application - Strong corporate budget planning, financial management and resource management skills - Strong commercial, investment and supplier management acumen - In-depth knowledge of IT, business operations and processes - Advanced project management skills, able to effectively deploy resources and manage multiple diverse projects in a complex environment - Proven experience in developing and implementing AI governance frameworks, risk management strategies, and ethical AI standards - Deep understanding of the regulatory landscape governing AI, including data protection, copyright, and international compliance standards - Experience in AI operations (AIOps) and managing the deployment of Large Language Models (LLMs) or complex machine learning ecosystems within a large-scale organization	
Knowledge and experience	- Proficiency in large-scale, complex data processing environments - Use of data mining and predictive analytics to understand probable future conditions and events, and experience successfully informing and guiding the strategies and tactics that shape the organisation's future - Experience of designing and delivering an end-to-end data infrastructure designed to ingest and analyse complex unstructured data from multiple sources - Delivery of business MI solutions that promote self-service for multiple stakeholder groups with diverse needs	Practical experience of relevant IT standards and frameworks to deliver in a technical and fast paced environment

	▪ Previous experience of data science, artificial intelligence, and machine learning to adapt to changing business conditions, recommend and/or automate decisions and actions, and increase efficiencies and competencies ▪ Experience within data governance and data architecture ▪ Experience of business planning techniques and disciplines needed to develop and execute operational plans ▪ Proven experience of successfully leading, managing and delivering outcomes via direct teams, matrix management, and third-party management ▪ Previous experience acting as thought leader both internally and externally to the organisation ▪ Successful monetisation of products or services ▪ Excellent influencing and communication skills, demonstrating the ability to work collaboratively with a wide range of stakeholders, educating wider business up to Executive level ▪ Ability to articulate complex data insights in a clear and concise way to C-level audiences ▪ Strategic thinker with data-driven, analytical approach to decision making ▪ Commercially savvy with proven results. Must be able to build and leverage strong relationships with colleagues, suppliers, and customers to create long-term win-win partnerships/relationships ▪ Experience of change management including behavioural and cultural change ▪ Good knowledge of industry trends, particularly around data management and exploitation ▪ Strong awareness of the market space and current drivers in this area, particularly across sectors outside of HE ▪ Risk management practices and processes	
Qualifications, certification and training (relevant to role)	▪ Educated to degree / masters level in relevant or related field <i>and/or</i> ▪ Proven track record of relevant work experience working in IT / Digital and business/industry in a CDO, or similar leadership role	▪ Certification in one or more data or AI disciplines; agile/product/project management; strategic leadership ▪ Certifications in AI Ethics, Governance, or AI Strategy



Athena
Swan
Gold Award



Race
Equality
Charter
Bronze Award



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

- Valuing people** Role models the highest ethical standards to cultivate a collaborative workplace that develops talent and enhances wellbeing, whilst also balancing the needs of the various stakeholders.
- Taking ownership** Translates the vision into a strategy for own area, enabling people to take the right action for the wider organisation. Can resolve complex problems, balancing the needs of varied stakeholders.
- Forward thinking** Always has the overall strategic goal in mind, manages to stimulate agile and forward thinking in others, motivating them and giving them the confidence to drive for continuous improvement.
- Professional pride** Goal is to be best in class; ensuring this can be achieved in line with long term strategy regardless of short term challenges. Supports people to do what is best for both the organisation and the department.
- Always inclusive** Promotes how collaboration and positive partnerships are essential to success, constantly looking ahead to explore how to involve other potential stakeholders.

Key relationships with others

