

Annex B - Digital Services Division, Welsh Government

| Post | Pay Band | Contract Type | Responsibility/Remit of Role |
|--|-----------------|----------------------|---|
| Deputy Director, Schools Digital Services Division | SCS | Full time | The Deputy Director for Schools Digital Services is responsible for leading the strategic delivery, governance, and continuous improvement of national digital services for schools, ensuring they support curriculum delivery, safeguard users, and align with government priorities to enable equitable digital access for all learners in Wales. |
| Principal Technical Architect (Schools) | Grade 6 | Full time | The Principal Technical Architect is responsible for defining and leading the strategic direction, architecture, and continuous improvement of secure, scalable digital education services across Wales, ensuring 24/7 delivery, safeguarding, and alignment with national goals while advising senior stakeholders, managing technical teams, and driving innovation to support equitable access to education. |
| Hwb Service Owner | Grade 6 | Full time | The Hwb Service Owner is responsible for the strategic leadership, governance, and continuous improvement of Hwb's national digital education services, ensuring effective delivery, stakeholder alignment, and the successful operation of a complex, high-impact service across Wales. |
| EdTech Strategy Service Owner | Grade 6 | Full time | The EdTech Service Owner is responsible for the strategic leadership, quality, and continuous improvement of digital education services in Wales, ensuring alignment with national policy, managing budgets and stakeholder relationships, and championing the transformational role of digital technology across the education sector. |
| Lead Operations Delivery Manager | Grade 7 | Full time | Responsible for delivering and supporting key digital services across Hwb, with a focus on Microsoft, Google, and Apple and maintaining relationships with suppliers and education partners to align digital work with government priorities. Leads the business operations team to ensure national digital education services |

| | | | |
|--------------------------|---------|-----------|---|
| | | | are delivered effectively and strategically across the Division. |
| Hwb Lead Product Manager | Grade 7 | Full time | The Lead Product Manager is responsible for setting the strategic product vision, leading a multidisciplinary team to deliver user-focused digital education services, and using data-driven decision-making to continuously improve outcomes for learners, educators, and stakeholders across Wales. |
| Senior Delivery Manager | SEO | Part time | The Senior Delivery Manager is responsible for overseeing the operational assurance and governance of the programme, ensuring that all technical delivery aligns with strategic objectives, while providing leadership across risk management, data security, safeguarding, supplier oversight, and stakeholder engagement in close collaboration with the Principal Technical Architect. |
| Senior Delivery Manager | SEO | Full time | The Senior Delivery Manager is responsible for overseeing the operational assurance and governance of the programme, ensuring that all technical delivery aligns with strategic objectives, while providing leadership across risk management, data security, safeguarding, supplier oversight, and stakeholder engagement in close collaboration with the Principal Technical Architect. |
| Senior Delivery Manager | SEO | Full time | The Senior Delivery Manager is responsible for overseeing the operational assurance and governance of the programme, ensuring that all technical delivery aligns with strategic objectives, while providing leadership across risk management, data security, safeguarding, supplier oversight, and stakeholder engagement in close collaboration with the Principal Technical Architect. |

| | | | |
|-------------------------------|-----|-----------|---|
| Hwb Data Analyst | HEO | Full time | The Hwb Data Analyst is responsible for analysing, managing, and visualising key data sets to evaluate platform performance, identify trends and efficiencies, and provide actionable insights that support the continuous improvement of digital education services. |
| Technical Architect | SEO | Full time | The Technical Architect leads the technical design and delivery of core digital services by managing team resources, resolving complex technical challenges, shaping architectural solutions, and ensuring that platform developments align with educational and programme goals. |
| Technical Architect | SEO | Full time | The Technical Architect leads the technical design and delivery of core digital services by managing team resources, resolving complex technical challenges, shaping architectural solutions, and ensuring that platform developments align with educational and programme goals. |
| Technical Architect | SEO | Full time | The Technical Architect leads the technical design and delivery of core digital services by managing team resources, resolving complex technical challenges, shaping architectural solutions, and ensuring that platform developments align with educational and programme goals. |
| Associate Technical Architect | HEO | Full time | The Associate Technical Architect supports the design and implementation of key technical workstreams by contributing to architectural solutions, resolving delivery challenges, and ensuring scalable, secure, and timely deployment of enterprise-level services. |
| Senior Hwb Product Manager | SEO | Full time | The Senior Hwb Product Manager is responsible for leading the delivery of complex digital services by managing multiple products, applying agile practices, collaborating with stakeholders, and using evidence-based decision-making to improve accessibility, functionality, and user experience across the Hwb platform. |

| | | | |
|-----------------------------|-----|-----------|--|
| Senior User Researcher | SEO | Full time | The Senior User Researcher is responsible for leading user research to understand and represent the diverse needs of users, informing service design and policy delivery, while building research capability, influencing decision-making, and embedding user-centred practices across the programme. |
| Product Manager | HEO | Part time | The Digital Product Manager is responsible for coordinating the delivery of digital products by managing project plans, risks, and quality processes, ensuring consistent progress tracking, cross-project alignment, and effective response to delivery challenges. |
| User Researcher | HEO | Full time | The User Researcher is responsible for planning and conducting user research to inform the design and delivery of user-centred digital services, providing insights into user needs, supporting project teams, and promoting inclusive, evidence-based design practices across the Hwb platform. |
| IT Service Manager | SEO | Full time | The IT Service Manager is responsible for leading a multi-sourced service support team to ensure consistent service availability, performance, and customer satisfaction, while overseeing service governance, process management, continual improvement, technical change communication, and alignment with ITIL best practices across all support functions. |
| Senior Service Desk Analyst | HEO | Full time | The Senior IT Service Analyst is responsible for leading and supporting service desk operations by monitoring service performance, resolving complex incidents, managing resources, maintaining service documentation, and driving service improvements through customer-focused analysis and application of service management best practices. |
| Service Desk Analyst | EO | Full time | The Senior IT Service Analyst is responsible for ensuring effective incident and request management by accurately logging, prioritising, and resolving user issues, maintaining the Service Catalogue, supporting technical teams, and driving user- |

| | | | |
|-------------------------------|---------|-----------|--|
| | | | focused service improvements through proactive problem-solving, reporting, and stakeholder engagement. |
| Service Desk Analyst | EO | Full time | The Senior IT Service Analyst is responsible for ensuring effective incident and request management by accurately logging, prioritising, and resolving user issues, maintaining the Service Catalogue, supporting technical teams, and driving user-focused service improvements through proactive problem-solving, reporting, and stakeholder engagement. |
| Service Desk Analyst | EO | Full time | The Senior IT Service Analyst is responsible for ensuring effective incident and request management by accurately logging, prioritising, and resolving user issues, maintaining the Service Catalogue, supporting technical teams, and driving user-focused service improvements through proactive problem-solving, reporting, and stakeholder engagement. |
| Hwb Programme Support Officer | TSO | Full time | The Programme Support Officer is responsible for providing administrative, coordination, and reporting support across the Hwb programme to support the efficient delivery, effective governance, and smooth day-to-day operations. |
| Lead Content Designer | Grade 7 | Full time | The Lead Content Designer is responsible for shaping and delivering a user-focused digital content strategy that supports the Curriculum for Wales, while leading a team of content specialists to ensure high-quality, accessible, and effective content across Hwb and wider education policy areas. |
| Senior Content Designer | SEO | Full time | The Senior Content Designer is responsible for shaping and delivering user-focused digital content strategies, leading a team to create high-quality, accessible content that meets policy intent and user needs, while collaborating with stakeholders and providing strategic guidance across Hwb and GOV.WALES. |

| | | | |
|-------------------------|-----|-----------|---|
| Senior Content Designer | SEO | Full time | The Senior Content Designer is responsible for shaping and delivering user-focused digital content strategies, leading a team to create high-quality, accessible content that meets policy intent and user needs, while collaborating with stakeholders and providing strategic guidance across Hwb and GOV.WALES. |
| Content Designer | HEO | Full time | The Content Designer is responsible for creating, managing, and maintaining user-focused digital content and information architecture that aligns with curriculum and publishing standards, while collaborating with stakeholders to ensure content is accurate, accessible, and meets both user needs and strategic goals. |
| Content Designer | HEO | Full time | The Content Designer is responsible for creating, managing, and maintaining user-focused digital content and information architecture that aligns with curriculum and publishing standards, while collaborating with stakeholders to ensure content is accurate, accessible, and meets both user needs and strategic goals. |
| Content Designer | HEO | Full time | The Content Designer is responsible for creating, managing, and maintaining user-focused digital content and information architecture that aligns with curriculum and publishing standards, while collaborating with stakeholders to ensure content is accurate, accessible, and meets both user needs and strategic goals. |
| Content Designer | HEO | Part time | The Content Designer is responsible for creating, managing, and maintaining user-focused digital content and information architecture that aligns with curriculum and publishing standards, while collaborating with stakeholders to ensure content is accurate, accessible, and meets both user needs and strategic goals. |
| Content Designer | HEO | Full time | The Content Designer is responsible for creating, managing, and maintaining user-focused digital content and information architecture that aligns with curriculum and |

| | | | |
|-------------------------|-----|-----------|---|
| | | | publishing standards, while collaborating with stakeholders to ensure content is accurate, accessible, and meets both user needs and strategic goals. |
| Content Designer | HEO | Full time | The Content Designer is responsible for creating, managing, and maintaining user-focused digital content and information architecture that aligns with curriculum and publishing standards, while collaborating with stakeholders to ensure content is accurate, accessible, and meets both user needs and strategic goals. |
| Digital Content Officer | EO | Full time | The Associate Content Designer is responsible for supporting the delivery of user-focused digital content that aligns with the Hwb content strategy and Curriculum for Wales, ensuring clarity, consistency, and accessibility across GOV.WALES and Hwb platforms. |
| Digital Content Officer | EO | Full time | The Associate Content Designer is responsible for supporting the delivery of user-focused digital content that aligns with the Hwb content strategy and Curriculum for Wales, ensuring clarity, consistency, and accessibility across GOV.WALES and Hwb platforms. |
| Content Design Officer | EO | Full time | The Associate Content Designer is responsible for supporting the delivery of user-focused digital content that aligns with the Hwb content strategy and Curriculum for Wales, ensuring clarity, consistency, and accessibility across GOV.WALES and Hwb platforms. |
| Content Design Officer | EO | Full time | The Associate Content Designer is responsible for supporting the delivery of user-focused digital content that aligns with the Hwb content strategy and Curriculum for Wales, ensuring clarity, consistency, and accessibility across GOV.WALES and Hwb platforms. |
| Content Design Officer | EO | Full time | The Associate Content Designer is responsible for supporting the delivery of user-focused digital content that aligns with the Hwb content strategy and Curriculum for Wales, ensuring clarity, consistency, and accessibility across GOV.WALES and Hwb platforms. |

| | | | |
|--|---------|-----------|---|
| | | | across GOV.WALES and Hwb platforms. |
| Head of Digital Resilience Team | Grade 7 | Full time | The Head of Digital Resilience leads the strategic development, implementation, and oversight of national digital resilience in education policy—including online safety and cyber resilience—while advising Ministers, managing budgets, and ensuring effective delivery aligned with stakeholder needs and government priorities. |
| Senior Digital Resilience in Education Manager | SEO | Full time | The Senior Digital Resilience in Education Manager leads and manages the development and delivery of digital resilience activities—including online safety and cyber resilience—across Wales, oversees strategic contracts and partnerships, provides policy support and ministerial advice, and drives communications and resources within the Hwb platform to support education stakeholders. |
| Education Online Safety Manager | SEO | Full time | The Education Online Safety Manager leads and coordinates online safety activities within the broader Digital Resilience in Education programme, manages strategic stakeholder relationships, guides Welsh Government policy and compliance related to UK digital regulation including the Online Safety Bill, and provides expert advice and ministerial support to ensure Wales' interests are represented. |
| Digital Resilience in Education Manager | HEO | Full time | The Digital Resilience in Education Manager leads and coordinates key digital resilience activities across Wales, including Safer Internet Day events, manages and develops the Keeping Safe Online content on Hwb, oversees communications and stakeholder engagement, administers related contracts, and provides ministerial support and representation as needed. |

| | | | |
|--|---------|-----------|---|
| Digital Resilience in Education Manager | HEO | Part time | The Digital Resilience in Education Manager leads and coordinates key digital resilience activities across Wales, including Safer Internet Day events, manages and develops the Keeping Safe Online content on Hwb, oversees communications and stakeholder engagement, administers related contracts, and provides ministerial support and representation as needed. |
| Head of Hwb EdTech Adoption and Engagement | Grade 7 | Full time | The Head of Hwb EdTech Engagement is responsible for leading strategic stakeholder and commercial partner relationships, driving the adoption and impact of digital transformation in Welsh education, overseeing governance and national standards, and managing a high-performing team to deliver consistent, value-driven engagement and support across the Hwb programme |
| Senior Hwb Adoption and Engagement Manager | SEO | Full time | The Senior Hwb Adoption and Engagement Manager strategically leads and coordinates wide-ranging adoption and engagement activities to maximize the use and impact of Hwb digital tools across Wales, manages stakeholder collaboration and global technology partnerships, drives professional learning initiatives, oversees communication and evaluation efforts, removes barriers, manages risks, and supports team leadership and ministerial correspondence. |
| Senior Hwb Delivery Manager | SEO | Full time | The Senior Hwb Delivery Manager leads engagement with local authorities and regional consortia to drive consistent, collaborative digital transformation across Welsh schools, ensuring delivery of local programmes aligns with national Hwb priorities, while managing complex dependencies, influencing stakeholders, and contributing strategically to the Hwb roadmap. |
| Hwb Delivery Manager | HEO | Full time | The Hwb Delivery Manager for the Welsh Government Hwb Programme is responsible for leading stakeholder engagement and adoption activities to promote the effective use of Hwb tools and emerging technologies, working with global tech partners, coordinating |

| | | | |
|--------------------------------|---------|-----------|--|
| | | | events and training, and contributing to strategic planning, evaluation, and ministerial reporting. |
| Hwb Delivery Manager | HEO | Full time | The Hwb Delivery Manager for the Welsh Government Hwb Programme is responsible for leading stakeholder engagement and adoption activities to promote the effective use of Hwb tools and emerging technologies, working with global tech partners, coordinating events and training, and contributing to strategic planning, evaluation, and ministerial reporting. |
| Hwb Delivery Manager | HEO | Full time | The Hwb Delivery Manager for the Welsh Government Hwb Programme is responsible for leading stakeholder engagement and adoption activities to promote the effective use of Hwb tools and emerging technologies, working with global tech partners, coordinating events and training, and contributing to strategic planning, evaluation, and ministerial reporting. |
| Hwb Associate Delivery Manager | EO | Full time | The Hwb Associate Delivery Manager supports the development and delivery of events and guidance, manages promotional activities and stakeholder collaboration, assists with ministerial correspondence and governance group administration, and provides operational support for the Hwb platform and services. |
| Lead EdTech Delivery Manager | Grade 7 | Full time | The Lead EdTech Delivery Manager is responsible for driving the Hwb EdTech Programme's digital transformation in Welsh education, collaborating with local authorities and stakeholders to set strategic direction, enhance digital maturity, deliver consistent ICT standards, and provide informed advice to Welsh Ministers. |
| EdTech Delivery Manager | HEO | Part time | The Hwb EdTech Learning Manager is responsible for engaging and supporting stakeholders to maximise the educational benefits of digital technology, promoting best practice, informing service improvement, and leading events, communications, and team management to drive consistent and sustainable digital transformation across Welsh schools. |

| | | | |
|--------------------------------|-----|-----------|---|
| Senior EdTech Delivery Manager | SEO | Full time | The Senior EdTech Delivery Manager is responsible for building and managing stakeholder relationships, leads procurement and delivery of EdTech services across Wales, addresses challenges to ensure value and progress, supports collaboration for consistent digital transformation, and provides strategic advice to senior management. |
| Senior Business Team Manager | SEO | Full time | The Senior Business Team Manager is responsible for overseeing business operations, governance, finance, procurement, and stakeholder coordination to ensure the effective delivery and strategic alignment of the programme's national digital education services. |
| Business Relationship Manager | SEO | Full time | The Business Relationship Manager is responsible for managing strategic relationships with key suppliers and education stakeholders, aligning digital initiatives with government priorities, and ensuring that technology developments support safe, effective, and future-ready digital learning across Wales. |
| Hwb Programme Support Officer | TSO | Full time | The Programme Support Officer is responsible for providing administrative, coordination, and reporting support across the Hwb programme to support the efficient delivery, effective governance, and smooth day-to-day operations. |

| Grades | Number |
|---------|--------|
| SCS1 | 1 |
| Grade 6 | 3 |
| Grade 7 | 6 |
| SEO | 18 |
| HEO | 17 |
| EO | 9 |
| TSO | 2 |

| | |
|-----------|----|
| Full time | 51 |
| Part time | 5 |