
Role Profile

Reporting to:Director of Strategy and Innovation

Job Summary

Principal lead for all aspects of ICT (Information and Communications Technology) and the Group's digital services, with primary responsibility for ICT strategy development and implementation linked to business plan objectives; leadership and management of the ICT Team; ensuring the ongoing operation of secure, highly available, reliable, responsive and effective ICT services for all services, teams and governing bodies across the Group; and effective collaboration on improvement initiatives. The scope of service responsibility includes all Group ICT systems and infrastructure including:

- ICT strategy development – ensuring this is fully aligned with and supports the achievement of the Group's business strategy
- ICT security and cyber security arrangements
- Development of departmental plans and associated budgets
- The Group's cloud hosting arrangements
- Network arrangements and end user compute and ICT mobile devices
- Business software applications, including all associated team and customer focussed digital services
- Review of ICT system projects and procedures for improvement
- Supplier sourcing and management
- ITSM based end user and customer related services
- Development and testing of existing software applications and the implementation of new applications
- Proactive support for business transformation and improvement projects across the Group
- Project management of more complex ICT related projects and initiatives
- Requirements specification and procurement of key ICT related service and hardware contracts
- Implementation and management of a robust performance management and reporting framework for ICT service delivery

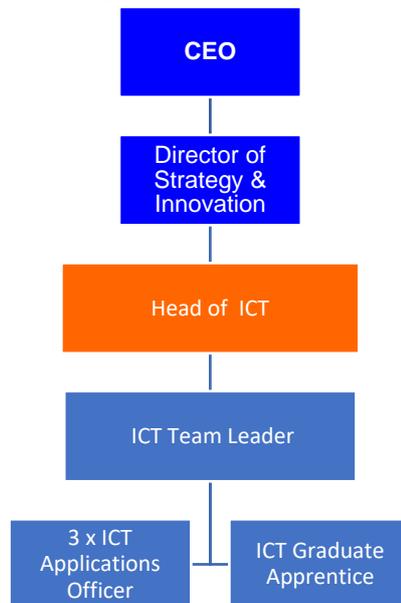
You will manage our ICT systems effectively to deliver a range of business and customer related services which are focussed on achieving excellence, high levels of customer and team member satisfaction and the achievement of the Group's business aims.

As a leader of people, you will lead by example, encouraging collaboration and continuous learning, ensuring a continuously improving, high performing, responsive, efficient and modern service, that provides an excellent customer experience for our service users. You will achieve this by empowering and directing staff; ensuring the competency of all ICT Team members; developing a talent management approach for the team; implementing performance measurements that will support the delivery of excellence in service provision and high-performance results.

You will also be responsible for actively contributing to and supporting the business transformation and continuous improvement aims for the Group. This will involve researching and bringing new innovative ideas, experiences and technology to the Group; directly guiding and supporting the implementation of our business transformation programme; and working collaboratively within the Directorate and across the organisation to ensure we are delivering the right things, at the right time and to the right people.

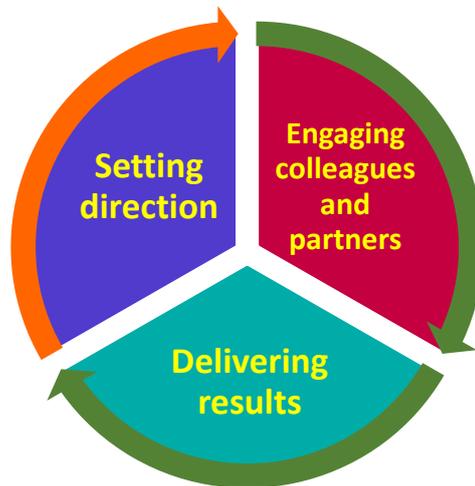
Responsible for (people):	5 team members
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Role within Organisational Structure



Responsible for (non people):	
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Budgets	Circa £1m
SLAs' & KPI's	Operational KPI's Department SLA service standards
Governance	Proactive involvement and attendance at governance body and sub groups as required.
ICT Strategy	The development and implementation of the Group's ICT Strategy (and associated annual ICT Roadmap), including all linked ICT aspects of the Group's Business Plan and other strategic priorities
Project Management	Direct project management responsibilities for identified Directorate and Group initiatives

Behaviours and Competencies**Our Competency Framework**

Caledonia Housing Association wish our Head of ICT to demonstrate and deliver the following behaviours and competencies:

Setting direction through:

- Thinking and acting creatively, seeking out ways to improve service quality, using evidence to learn from what has worked well and what has not.
- Understanding of how your role fits within and supports the Group and Directorate priorities. Ensuring that high level objectives are properly translated into operational activities.
- Using professional judgement, detailed evidence and knowledge to arrive at accurate, expert and professional decisions and making sure that decision making within the teams is open fair and transparent.

Engaging colleagues and partners through:

- Demonstrating pride and passion about the Group and its objectives and creating a positive and enthusiastic team culture, where team members feel valued, empowered and recognised.
- Build and continually improve supportive, trusting and professional relationships with colleagues and partners, working collaboratively and ensuring that the benefits of partnership working are recognised within the team
- Possess a strong focus on continuous learning for oneself and others, and have the ability to develop and embed a framework which develops and supports the team to deliver against current and future plans.

Delivering results by:

- Ensure by measurement, that the right delivery options and resources are in place and embedding a culture of value for money.
- Ensure by measurement, that customer focus is at the heart of the team's activities and ensure that a robust performance framework is in place to ensure customer and business needs are met.

- Effectiveness in this area means delivering with energy and pace and creating team plans that reflect key operational tasks and strategic priorities and respect the diverse nature of the Group's customers.
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Person Specification

Experience Essential

Demonstrable experience of operating at a management level including having experience of:

- Successfully managing ICT infrastructure and services including team leadership and management
 - Contributing to ICT strategy development and implementation
 - Delivering excellence in ICT service management and delivery
 - Cyber-security, including ensuring and creating secure environments to appropriate standards and regulated compliances.
 - Identifying and implementing technology driven service improvements.
 - Demonstrable experience of supporting, motivating and coaching team colleagues
 - Delivering effective performance management, risk management, quality and internal control.
 - Identifying, setting, gaining agreement on (continual review and development) and achieving service delivery targets and service improvements.
 - Developing and instilling a culture of continuous improvement, encouraging creativity and innovation.
 - Successfully managing ICT suppliers and all associated contractual requirements
 - Developing and project managing complex ICT projects and initiatives
 - Leading on the development and management of customer focussed digital services
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Experience Desirable

- Experience of working and developing ICT in customer focussed organisations.
- Demonstrable delivery of application services development and deployment.
- ITIL accreditation (N, minus one).
- Prince2 accreditation.
- Demonstrable experience in the development of application services, processes and procedures using recognised industry methodologies.
- Architecting business solutions.
- Microsoft Accreditation.
- Network be that WAN, LAN or Wi-Fi accreditation.
- Proven and demonstrable track record in a SME or large enterprise environments.
- Be able to demonstrate a track record in
 - Quality
 - Effective communication
 - Documentation
 - Implementation and supporting of Microsoft systems to meet defined objectives
 - Microsoft Systems Administration qualification

Qualifications and Knowledge Essential

- Professional ICT related qualification or demonstrable relevant practical experience
- Knowledge of ICT security developing and managing network platforms, business applications and services
- Knowledge of ICT strategy development processes
- Project management recognised practices
- PRINCE2 Practitioner or PMP
- ITIL Practitioner
- Microsoft 365 Certified: Enterprise Administrator Expert
- Driving licence and access to a car

Qualifications and Knowledge Desirable

- Member of a relevant professional body
- CISSP
- MSP (Managing Successful Programs)
- Experience of implementing cloud or hybrid solutions / services (Azure / AWS etc)

Job Outputs

OUTPUT	OUTPUT DETAIL LIST
A major contribution to and active support for the development and implementation of a culture of transformation, innovation and creativity that delivers the Group's business improvement vision, ethos and aims	<ul style="list-style-type: none"> • A strong business improvement focus is maintained and the commitment to delivering a customer focussed service is reflected in every element of service delivery • There is excellent consultation and communication across the Group and with our customers on ICT and digital service issues, as a minimum meeting the requirements set out in legislation and Group policies and procedures • Behaviour is consistent with organisational values and service standards, ensuring there is a commitment to a high-quality customer and team member focussed services • The team works together to ensure that high levels of customer satisfaction (internal and external) are attained, and KPIs & departmental targets are achieved • Continuous improvement will be achieved through bringing new technology and ideas to the Group
Effectively lead and manage the ICT Team	<ul style="list-style-type: none"> • Manage, motivate, coach, support and develop the ICT Team to enable them to achieve Directorate and wider Group aims; and to build a resilience and a talent management approach within the team • Develop and instil a continuous improvement culture where staff seek innovation, cost reduction opportunities and customer service and business improvements

	<ul style="list-style-type: none"> • Ensure clear operational action plans are in place for the ICT Team and the individual team members
Effectively manage ICT service delivery	<ul style="list-style-type: none"> • Lead and develop an ICT culture where ICT security has default precedence, underpinned by robust cyber security arrangements • Lead and manage the ICT service delivery function, ensuring the ongoing operation of secure, reliable, responsive and effective ICT services for all directorates and teams across the Group • Ensure the ongoing operation of, and technical support for, secure, reliable, responsive and effective digital services for the Group's customers • Ensure that all ICT and digital services operate according to required organisational technical, quality and security standards, recognised industry practices and legal and regulatory requirements (e.g. GDPR) • Support our ICT Team to maximise the benefits from our business and customer focussed software applications • Undertake timed regular service, policy and procedure reviews across all ICT functions to ensure that services continue to support business objectives and that training and support arrangements are implemented for all ICT service users • Proactively develop, support and maintain effective working relations between the ICT Team and other service teams across the Group to ensure that ICT services meet business and customer needs • Develop and adhere to service levels / KPI's and provide regular and accurate management reporting on ICT service performance and cyber security • Direct project management of more complex ICT and digital service related projects and initiatives
Effectively manage the ICT infrastructure	<ul style="list-style-type: none"> • Manage the contracts and operational relationships with external agencies, suppliers and contractors, ensuring that services are delivered according to contracted requirements and service levels • Develop and implement Group-wide ICT back-up and continuity plans, including performing regular disaster recovery and testing of business-critical ICT services
Deliver a continuously improving ICT platform and service that also adds value to the wider Group	<ul style="list-style-type: none"> • Facilitate and support the business transformation and continuous improvement aims for the Directorate and the Group

	<ul style="list-style-type: none"> • Lead on the development and implementation of the Group's ICT Strategy, including resource requirements and priorities for operational teams • Guide and support executive and operational managers in making sound business decisions on ICT matters in the long and short term
Monitor and control team and delegated expenditure in line with budget provision	<ul style="list-style-type: none"> • The development of annual budgets for the ICT service • Expenditure is monitored within agreed budgets • Efficiencies are achieved through service improvement • Best value is achieved through supplier contracts and contract management arrangements

Interdependencies

Internal

Group governing bodies
Executive Management Team
Operational Management Team
Strategy and Improvement Team
Departmental Management Team and colleagues
System Users

External

Cloud hosting contractor
Software application suppliers
Hardware suppliers
ICT Support contractors and consultants
Tenants/customers
Other providers
Contractors
