

## JOB DESCRIPTION

<b>Job Details:</b>	
<b>Job Title:</b>	Head of DH Digital
<b>Grade:</b>	Spot salary (£65,000 - £72,000)
<b>Department:</b>	DH Digital
<b>Directorate:</b>	FIBR
<b>Reporting to:</b>	Deputy Chief Executive
<b>Responsible for:</b>	Service Delivery, data and BI, Cloud, Data & Insights, Systems, Transformation
<b>Location</b>	Winsley
<b>Job Summary / Main Purpose:</b>	
<ul style="list-style-type: none"> <li>• Working closely with the senior stakeholders, to drive and evolve the digital strategy and roadmap to evolve and optimize the efficient, effective, secure and innovative use of digital technology to meet the needs and support our carers, clinicians business operations and executive teams as well the partners we collaborate with.</li> <li>• Act as the key point of contact and owner for all Digital Technology including Information Technology (IT), Assistive / Adaptive Technology (AT), Business Intelligence (BI), and Digital Transformation by being a subject expert and effective people leader.</li> <li>• Manage, evolve and optimize the organisation’s digital platforms and Digital Team, ensuring they are capable, fit for purpose and people centric to meet the day to day service needs of the organisation and longer-term vision and ambitions.</li> <li>• Balance the digital capability, funding and change to continually translate and deliver the demand for transformation within the digital and business strategies to enable strategic benefits realization.</li> <li>• Lead the organisation’s digital growth and maturity by evolving its digital capability and experiences around people, process, systems and data - through person-centred digital technology and agile ways of working to improve the organization’s operational efficiency.</li> <li>• Act as the digital expert, drive innovation in technology, creating partnerships with other organisations to enhance and inform the Dorothy House’s wider digital goals. Ensuring they are met through the most appropriate partnerships and tooling.</li> <li>• Maintain a level of information security appropriate to the legal and regulatory requirements of the purposes of our business, including appropriate protection against cyber and other digitally related threats.</li> </ul>	

#### **Principal Duties and Responsibilities:**

- Working closely with the all key stakeholders and partners to evolve and enhance the organization's services and community through the use of technological resources, communicating and championing the digital strategy.
- Evolve and maintain the organisations current 5 year digital vision and lead and oversee all aspects of the organisation's digital development.
- Define the business cases and secure the appropriate investment and drive as well as tracking the benefits through enabling the necessary changes in business practice and digital maturity to maximise the use of the digital to meet the organisations needs.
- Provide leadership to the digital team to optimise their engagement, development, motivation and effectiveness, creating a positive and high-performance agile culture with continuous improvement through performance management, professional guidance, management and direction.
- Work closely with key stakeholders, to assess the needs of the business, identifying and delivering fit for purpose solutions. Using stakeholders' feedback to inform necessary improvements and adjustments to technology and identifying potential innovations.
- Provide sound digital leadership across the organization lead and champion the use of and adoption of innovative and new technologies that enable the organisation to continue and lead in being a pioneer in the delivery of its services.
- Enhance the eminence of DH Digital evolution through investment in the digital ecosystems through networking, events and communications across health, NH, charity and digital communities across the UK and SW&W region
- Provide appropriate strategic advice on technology advancements, business systems, IT development and AT solutions to ET and departments to ensure the effective use of digital that drives value through in its use.
- Deliver a comprehensive, reliable digital service to the organisation, including service desk, operational management, technical architecture, infrastructure development, business systems and assistive technologies, supported by appropriate budgetary and investment management.
- Positively influence the service standards provided by third parties in relation to technology solutions.
- Champion and lead, with the Quality Assurance Lead, the organisations Information Governance and Security and ensure the organisation is appropriately and adequately protected and educated in relation to information security practice, cyber security threats and information management processes.
- As a member of SLT, develop and maintain a strong professional presence with Senior Leaders, staff and external bodies to create a positive image of the organisation through the proper application of technology and innovation and advancement within the function.
- To work with the Education team to develop the people and skills needed in the long term to implement the Digital strategy.
- Oversee and develop policies and procedures required to support compliance with digital, ICT and IG legislation and regulations
- To undertake any other duties as may from time to time be specified by the

organisation, that is within the level and responsibility appropriate to the grade of post

- To undertake, any reasonable travelling requirements, in order to fulfil the tasks and responsibilities of the role.

### **Contacts**

- Internal and external stakeholders across Clinical, Social and Care at Home and Operational communities.
- External suppliers
- Partnership organisations

### **Special Note**

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

### **No Smoking Policy**

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health except for designated areas. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes

### **Confidentiality**

All the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

### **Health and Safety at Work Act**

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

### **Safeguarding**

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

<b>Person Specification</b>		
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
Influential leader building effective working relationships and the ability to influence a wide variety of people	X	
Strategic mind with the ability to synthesise data, insight, and feedback from multiple sources, translating abstract ideas and information into concrete recommendations	X	
A proven track record in strategic digital thinking and designing digital solutions and visions to support business goals	X	
Comfortable managing operational risk with the understanding underpin the need for compliance whilst holding others to account	X	
Experience of working at a senior level to deliver change and strategy implementation	X	
Highly analytical with a data-driven approach to decision making	X	
Well-versed in current technological trends and familiar with a variety of business concepts to build robust strategies	X	
Proven track record of delivering large scale programmes of change and managing Agile delivery teams		X
Understanding of cloud technologies and security		X
Be able to demonstrate tact and discretion in communicating and translating the strategic technology agenda into pragmatic and practical service enhancement	X	
Knowledge of information security and information governance best practice and measures to protect against cyber threats	X	
Have a thorough understanding of the business, role and function of an organisation of this size, in particular the operating environment concerning information and technology and assistive technology.	X	
Demonstrable experience of senior leadership in Corporate, business, charity or local government involving a key contribution to the development of Technology programmes.	X	
Proven track record of success in leadership positions with 5years + experience in the Digital arena	X	
Be able to balance risk and outcomes and learn from failures.	X	
Proven ability to manage a high performing team.	X	
A full UK Driving Licence and use of a car*	X	
Experienced in producing and managing to financial budgets and able to prioritise and flex resources in line with funding availability.	X	
Make timely, effective decisions regarding pressured and complex situations.	X	
Knowledge of corporate governance and working with boards and committees.		X
Knowledge of ITIL and other IT frameworks to ensure quality and consistency in delivery		X

A demonstrable track record in the business planning and development of ICT policy, including project and performance management.		x
Financial awareness, and experience in budget management and preparation.	x	

\*due to organisational demands both in and out of hours. Attending meetings in our locality or breakdown of services out of hours.