



Job Description

1. JOB DETAILS

Job Title: ICT and Digital Services Manager

Location: Edinburgh

Team/Directorate: Business Services

Responsible To: Director of Business Services

2. JOB PURPOSE

The ICT and Digital Services Manager is responsible for leading the transformation programme for systems architecture and delivery of the IT infrastructure and Digital Projects which support the overall strategic aims and objectives, working within the policies and frameworks agreed by the Group Board and its subsidiary Boards, and any future subsidiaries.

3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

- Lead, develop and deliver the ICT provision to maximise the Groups capability and capacity through ICT developments and integrations, utilising and aligning with external technological advances
- Lead in the delivery of the organisations Digital Strategies and the development of the supporting IT systems in line with the business plans and objectives to support continuous improvement, effectiveness and organisational success.
- Lead the rationalisation of existing systems and implementation of new systems or process functionality to capture and improve efficiencies across the Group in line with the IT development route map.
- Lead on the development of an integrated ICT infrastructure through which data can flow and inform different and relevant software packages thereby ensuring relevant people have access to the data that is required for decision making and reporting.
- Responsible for the ongoing delivery of core systems e.g Capita Open Housing and IT hardware within the Group to maintain processes, maximise system use,

increase efficiency and support the delivery of the Groups Digital and Business services strategies.

- Lead on the procurement of ICT Service providers, third party hosting arrangements and other ICT related relationships or software providers and ensure value for money within these arrangements.
- Effectively manage and control third party IT providers to ensure compliance with agreed contracts and service standards.
- Group's lead advisor to the Executive Team on IT systems architecture, and Digital Transformation, as well as providing expert advice on relevant policies, procedures, and legislation to ensure a consistent and safe approach.
- Lead, develop and motivate the ICT Team and related project teams to support organisational development, continuous improvement and to provide an excellent service suited to current and future organisational needs.
- Leading relevant Project team(s) by providing operational direction which supports organisational success and future proofing through delivery of the various Business and Digital Plans.
- Lead in embedding organisational change using effective change management techniques and training to ensure the delivery of Group strategies and objectives.
- Manage and develop ICT cyber and data security capabilities including implementing appropriate firewalls, security procedures, anti-virus software, backup and recovery procedures.
- Ensure there is a recorded and audited route map of procedures and systems to enable Business Continuity and Incident Management.
- Oversee the suite of ICT and digital policies and procedures to meet organisational and legislative requirement.
- Set and agree appropriate budgets and then to control and monitor expenditure on all ICT spend in line with agreed budgets including capital spend.
- Develop and sustain positive partnership working with Executive Team and Extended Management Team to work collaboratively in leading the Organisation and driving initiatives, to support the business aims and objectives.
- Develop and sustain strong working partnerships with external stakeholders to support the management of all relevant Business Plan projects and contracts, ensuring the agreed service and outcomes are being delivered and are effective and cost efficient.
- Responsibility for contract delivery and performance through procurement, ensuring value for money and robust SLAs.
- Manage formal processes across The Group by conducting investigations or hearing disciplinary and appeals, where required, to ensure an impartial, prompt and confidential approach is taken and fair outcomes are delivered, in line with employment legislation, best practice, and HR policies and procedures.

3.2 Key Performance Indicators

KPI's

Responsible for the monitoring and reporting on individual ICT Services and Digital Projects.

Monitoring and identifying improvement which sustain high level and improve Staff engagement levels.

Delivery of the groups Business Plan and Digital Strategies and supporting the delivery of other organisational strategies and objectives.

Responsible for the procurement, effectiveness and development of all Business Improvement related systems within the agreed IT budget.

Responsible for the delivery of strategic projects and plans.

3.3 Key Contacts – Internal & External

Senior Management Team

Board

Internal Auditor

Scottish Housing Regulator

Benchmarking Organisations

Solicitors

External Partners, forums, other HA's

All staff – Inc. Managers and Extended Management Team

System Providers

Service Providers

3.4 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
- Comply with safe working practices as defined by Cairn Housing Group
- Complete online training as and when required
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
- Report any accidents, incidents or near misses as soon as reasonably practicable.

3.5 General

- Be aware of and adhere to Cairn Housing Group policies at all times
- Take part in progress/performance reviews throughout the year
- Cooperate with other Cairn Housing Group departments

- Attend training courses and complete online training modules as required to meet the requirements of the post
- Take responsibility for own personal development, seeking out opportunities to learn new skills
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

3.6 Other

- Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
- Promote and maintain the brand standards of Cairn Housing Group

Business Services Project Manager Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	<p>Educated to Degree Level or proven relevant experience in IT Infrastructure or similar roles</p> <p>Previous management experience.</p> <p>Track record of leading innovation and infrastructure improvement in a comparable organisation</p> <p>Experience of project management</p>	Project Management qualification e.g Agile
Experience	<p>Significant experience in formulating and implementing plans and projects and options appraisals and delivering results</p> <p>Experience of budgetary responsibility and track record of delivering value for money</p> <p>Demonstrable experience of relationship management and negotiation with contractors and suppliers</p> <p>Good understanding of Microsoft Office 365 platform services and licensing</p>	<p>Experience of delivering IT services within a successful Registered Social Landlord or housing related organisation</p> <p>Experience of Housing Management Systems and databases</p>
Knowledge	<p>Knowledge of various Project Management methodologies and approaches.</p> <p>Knowledge of how to assess current and future organisational capacity.</p>	Understanding of organisational and sector issues.

CRITERIA	ESSENTIAL	DESIRABLE
	<p>Knowledge of Statutory and Regulatory requirements.</p> <p>Excellent and up to date understanding of latest Business Technology and practices.</p> <p>Knowledge of current issues and legislation affecting IT infrastructure and data management</p>	
Skills	<p>Experience of managing budgets</p> <p>Excellent IT skills and working knowledge of Office based IT packages</p> <p>Demonstrable time management and prioritisation skills</p> <p>Excellent communication skills both written and oral, including the ability to adapt communication style/methods to target audience</p> <p>Highly developed numeracy, literacy, and problem solving skills</p> <p>Leader who can display decisiveness, integrity and can motivate and develop teams.</p> <p>Ability to work in a collaborative manner ensure effective business planning and project delivery.</p> <p>Effective communication and presentation skills</p>	Experience of managing substantial Budgets
Personal attributes	<p>Proactively develop and sustain relationships with key stakeholders to inform how to influence them.</p> <p>Tailor influencing style and select appropriate communication channels to engage and gain buy in from different audiences.</p> <p>Adapt decisions and practices to take account of changing priorities and external influences.</p> <p>Create an environment which empowers others to make decisions whilst assessing and overseeing risk.</p> <p>Organise, adapt and deal with conflicting priorities and busy workload.</p>	

CRITERIA	ESSENTIAL	DESIRABLE
Additional requirements	Handling highly confidential information in an honest and trustworthy way To priorities and encourage high levels of staff engagement throughout the Group. Willingness to travel extensively.	Driving

**Job Description and Person Specification Agreement:
 The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

Post Holders Signature:

Date:

Managers Signature:

Date: