

## CHSS Role Profile

**Job Title:** Head of Digital, Data & IT

**Directorate:** Corporate Services

**Level:** 6

**Reports to:** Director of Finance and Corporate Services

### Role Purpose:

The Head of Digital, Data & IT will be at the centre of our digital, data and technology journey - working across the organisation to ensure the greatest possible impact for people with our conditions across Scotland.

This role suits someone with a passion for leading and developing digital services, as well as the products and technology infrastructure to support our work.

You will believe in the power of data, technology and digital innovation to transform lives and help us ensure we can deliver user-centred digital products.

### Key Accountabilities:

Descriptor	Performance Measure
<b>Strategic leadership and vision</b> <ul style="list-style-type: none"> <li>Lead and develop an established but evolving team of digital, IT, and data specialists, and content designers.</li> <li>Oversee the successful delivery of our Digital Roadmap in collaboration with the programme team, the wider organisation, and external partners.</li> <li>Be an ambassador for all things digital, data and IT, ensuring</li> </ul>	<ul style="list-style-type: none"> <li>Motivated and focused team having a real impact on digital transformation</li> <li>Successful digital roadmap implementation with quantifiable impact.</li> <li>Established networks and raising profile of CHSS in digitally led services</li> </ul>

<p>effective communication for cross-organisational buy-in.</p> <ul style="list-style-type: none"> <li>● Participate as a member of the CHSS Leadership Team contributing to strategic, operational and governance discussions</li> <li>● Managing a budget responsibly and accountable for the digital, data and IT budget</li> </ul>	
<p><b>User-centred design</b></p> <ul style="list-style-type: none"> <li>● Developing, alongside services colleagues, a digital approach to supported self-management, through delivery of our digital roadmap.</li> <li>● Improving user journeys for people using services, volunteers and supporters using digital, data and design approaches</li> <li>● Putting accessibility and inclusion at the heart of our approach to digital</li> </ul>	<ul style="list-style-type: none"> <li>● Accessible, inclusive digital service provision</li> <li>● Digital transformation driven by users</li> </ul>
<p><b>Data-driven</b></p> <ul style="list-style-type: none"> <li>● Provide leadership and direction for the Data Team, managing the Data Manager, and driving our data strategy.</li> <li>● Enabling data driven decisions across the organisation</li> <li>● Use data to continuously improve our services, the experience people have when they engage with us and maximise opportunities to generate income</li> </ul>	<ul style="list-style-type: none"> <li>● Data connectivity plans in place across the organisation</li> <li>● Strategic plans for the use of data in decision making</li> </ul>
<p><b>Website and content management</b></p> <ul style="list-style-type: none"> <li>● Managing our website development and interactive</li> </ul>	<ul style="list-style-type: none"> <li>● Helping align our website with organisational goals</li> <li>● Developing our Learning Management System.</li> </ul>

<p>content management specialists.</p> <ul style="list-style-type: none"> <li>• Working with content manager and services colleagues to strategically develop our approach to online learning.</li> </ul>	
<p><b>ICT infrastructure</b></p> <ul style="list-style-type: none"> <li>• Provide leadership, direction and development for the IT Team, managing the IT Infrastructure Manager</li> <li>• Ensure existing IT infrastructure and systems are optimised, secure, and fit for purpose, and future plans align with the strategic digital direction for the charity</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure key deliverable of IT service is achieved and the team have the right skillset to do the job</li> <li>• Delivery of continuous improvement and ICT development, including innovation</li> </ul>
<p><b>Driving efficiency</b></p> <ul style="list-style-type: none"> <li>• Ensure data and digital is used across all directorates to improve efficiencies - saving both time and costs.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective databases and workflows in each directorate</li> <li>• Regular review of accounts and priorities to ensure we are maximising efficiency</li> </ul>
<p><b>Regulation and Compliance</b></p> <ul style="list-style-type: none"> <li>• Ensure compliance with the General Data Protection Regulations across all our activities.</li> <li>• Lead an effective data team, ensuring it continues to be the go-to source for data advice across the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• Drive compliance with CHSS policies and procedures on confidentiality, data protection and GDPR</li> <li>• Keeping up to date with current changes in data regulation as well as the latest best practice, regulation and compliance.</li> </ul>
<p><b>External engagement</b></p> <ul style="list-style-type: none"> <li>• Successfully connect CHSS with external stakeholders, effectively emphasising the value and offer from CHSS utilising the External Engagement Toolkit as a point of reference.</li> <li>• Understand the CHSS standards for External Engagement and how this is</li> </ul>	<ul style="list-style-type: none"> <li>• CRM insights</li> <li>• Increased reach</li> <li>• Increased referrals into CHSS</li> <li>• Improved opportunities for CHSS (income, relationships, increase profile)</li> <li>• Increased stakeholder awareness of CHSS</li> </ul>

<p>directly linked to achieving ambitions set out in No Life Half Lived strategy.</p> <ul style="list-style-type: none"> <li>● Ensuring interactions with external stakeholders is positive.</li> <li>● Understand current priorities with External Engagement and consideration to how your role can contribute to improving reach.</li> <li>● Advocate CHSS mission, services, NLHL strategy and demonstrate the impact of our supports and services.</li> <li>● Collaborate positively on joint initiatives, events, and campaigns.</li> </ul>	
<p><b>Volunteer Engagement</b></p> <ul style="list-style-type: none"> <li>● Understand why CHSS involves volunteers and how they are integral to No Life Half Lived</li> <li>● In all interactions with volunteers, ensure they have a positive and meaningful experience</li> <li>● Understand current volunteering roles and opportunities available and, where appropriate, promote to stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>● Volunteer survey</li> <li>● Exit forms</li> </ul>

<b>Corporate Responsibilities</b> The role will comply with: <ul style="list-style-type: none"> <li>• Health &amp; Safety</li> <li>• Safeguarding</li> <li>• General Data Protection Regulations</li> <li>• Equity, Diversity &amp; Inclusion</li> <li>• Performance Management</li> <li>• Risk Management</li> <li>• Compliance</li> </ul> This list is not exhaustive.	Decisions made are within levels of authority and compliant with CHSS policies, procedures and protocols.
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### Key Challenges

- Leading a digital transformation process while balancing different user needs.
- Support our vision for a user experience, through data metrics, to ensure we can demonstrate the impact our services have on helping people with our conditions.
- Working with different digital systems at different points in their lifecycle.

### Key Results / Objectives

- Lead on digital strategy across the organisation
- Develop a digital first approach to expanding our reach
- Effective use of our data, internally and externally
- Efficient and secure ICT infrastructure that supports future objectives

### Key Relationships (Internal & External)

(Internal)  
Directors  
Operational Delivery Group  
Digital, Data, IT teams  
HR  
Volunteering Team  
Services Team  
External Engagement and Service Development

(External)  
Key data, digital and IT suppliers and partners  
Partner organisations  
People with lived experience of our conditions and their families

## **Skills and Experience**

- Experience leading and developing a diverse team of data, digital and IT specialists
- Experience in a senior role
- Experience of leading, delivering and evolving a digital strategy that has delivered tangible benefits
- Experience of working with partner organisations to develop and deliver new approaches to digital services and products
- Agile approach to project management and change
- Embedded data-driven decision making within an organisation
- Managing of digital services and products
- Delivering business process efficiency through the use of data and digital
- Understanding of cyber security, GDPR and other regulation & compliance issues
- Understanding of IT infrastructure including cloud-based systems such as Microsoft 365, Azure and AWS, and awareness of cybersecurity requirements and issues
- Awareness of current digital, data and IT trends and innovations
- Experience of planning, monitoring and management of departmental budgets.
- The ability to influence key stakeholders, building meaningful relationships.
- The ability to work collaboratively across organisational boundaries with a focus on achieving the desired outcomes.
- Excellent verbal and written communication skills.
- Experience of working in or with a third sector organisation would be desirable.