

Head of Technical Innovation Job Description

Job Location:	CHSS Head Office
Responsible to:	Director of Corporate Services
Responsible for:	ICT Team

1. Introduction to Chest Heart & Stroke Scotland

NO LIFE HALF LIVED

Everyone has the right to live life to the full. After a diagnosis of a chest or heart condition or a stroke, many people experience fear and isolation and struggle with the impact on their lives. Chest Heart & Stroke Scotland won't stand for that. The care and support we deliver every day ensures everyone can live the life they want to.



Our Vision: welcome to a Scotland where people with our conditions can live their lives well. Full lives, with the right support, at the right time and in the right place. A place where you can shape your future and live the life you want to lead.

Our Mission: welcome to a community where people can support each other, secure the expert help they need and collectively advocate for the care that matters to them. Welcome to the charity that never underestimates the power of a cup of tea, a conversation started, a recovery begun.



No Life Half Lived means we need to listen to people with our conditions and deliver well for them. We have identified four goals to get us there.

We will place our focus on **addressing the unmet needs** of people with our conditions - social, emotional, and physical - across all Scotland's communities.

We will be **led by our people:** people with lived experience of our conditions, their families & carers, friends, colleagues and healthcare professionals.

We will secure the **funding required to deliver via a diverse income portfolio that is consistent with our values** and ethical approach.

We will be **effective and accountable** in all that we do.

We have developed six values to guide us in delivering against our goals:

Agile: we will be able to adapt to the needs of our people and the environment we work in.

Innovative: we will look for improvement in what we currently do and be creative in developing new services.

Inclusive: we will adopt a human rights based approach to our work and ensure we are accessible.

Accountable: we will take ownership for our work and hold decision makers to their responsibilities.

Collective: we can only achieve our goals by working together and learning from each other.

Courageous: we will say what needs to be said and do what needs to be done to meet our goals.



2. Job Purpose

The main purpose of the Head of Technical Innovation is to plan and lead the strategic and operational management of ICT infrastructure, data development and engagement platforms, meeting the current and future needs of the charity whilst ensuring the service provision is cost effective, reliable and customer focussed.

3. Key Challenges

- To understand a diverse organisation whilst supporting the alignment of information, technology and communications across CHSS.
- To ensure CHSS establishes standards in accordance with accredited practices.
- To increase productivity and impact.
- To develop an ICT strategy and improvement plan and ensure that it underpins the charity's overall strategic goals. whilst ensuring systems are efficient, effective and secure.

4. Key Responsibilities

The post holder will be responsible for the strategic and operational management of the above and will include managing a department so that an excellent service is provided, ensuring compliance with relevant legislation and incorporating industry standards.

Heads will help to promote and implement the aims, strategies, policies, procedures and values of Chest Heart & Stroke Scotland, to be a role model for staff and to develop and maintain partnerships which promote and further the Charity's strategic aims and objectives.

5. Key Tasks

Strategic ICT Infrastructure Management

- To develop an improvement plan and ensure that it underpins CHSS's overall strategic goals whilst ensuring systems are efficient, effective and secure.

- To lead on the identification and evaluation of emerging technologies and how these might support improvements in the delivery of CHSS Services.
- Oversee the development of a strategic ICT roadmap of systems, infrastructure and information development.
- To work with colleagues to develop, integrate, implement, monitor and improve the charity's Information Technology and Communication systems.
- To align ICT risk management with CHSS's overall risk management strategy.
- To develop and continually improve internal and external customer engagement platforms.
- Business Continuity.

Data Development

- To develop the database architecture to ensure that data collected is managed organized, stored and accessed in order to be as impactful as possible.
- To drive and develop data knowledge throughout the organisation.
- To ensure data is captured and reported in a meaningful and effective manner.
- To ensure all data gathered complies with GDPR etc.
- Ensure that effective performance management arrangements are in place to measure and monitor the effectiveness of ICT services within CHSS and to support a service improvement culture and the delivery of Service Level Agreements.

Project Management

- Plan, budget, execute all aspects of ICT projects
- To be accountable for the success of project implementation.

Strategic Engagement and External Representation

- Participate as a full, key member of the CHSS Senior Management Team contributing to strategic, operational and governance discussions.
- Act at all times as a highly-visible, confident and credible ambassador for the organisation externally, promoting organisation-wide interests.
- Represent the organisation at an agreed selection of relevant strategic national forums, networks, conferences and events, including at times deputising for the Director of Corporate Services.
- Work in effective partnerships with other voluntary organisations on defined areas of work in line with CHSS objectives and in collaboration with the Director of Corporate Services.

Service Delivery

- To ensure maximum availability of ICT systems throughout the Charity.
- To develop and review policies in line with current legislation and best practice.
- To work with senior management to propose, agree and deliver ICT services.
- Manage and develop CHSS's telephone systems and oversee all changes made to the system.
- To improve the efficiency of existing ICT systems, and the possible deployment of new technologies, to ensure effective and secure systems.
- To ensure that the Charity complies with software licensing including the maintenance of a Software Asset Management (SAM) database.
- To oversee troubleshooting, systems backups, archiving and providing expert support when necessary.
- To build and maintain vendor relationships and manages the procurement of ICT hardware, software, communications systems and peripherals and maintenance.

- To provide and manage ICT training for ICT staff and users where appropriate.
- To develop, implement and maintain a disaster recovery plan for servers and business applications.
- To manage large ICT Projects.

General

- Undertake other duties from time to time as directed by the Director of Corporate Services,
- To manage the ICT Department staff including appraisals and career development.
- To be responsible for the management of the ICT revenue and Capital budgets.
- To establish effective formal and informal communication channels with staff and volunteers and promote effective team work.
- To ensure staff receive regular support and development; undertaking, as appropriate, the annual appraisal, objective setting, facilitating the professional development of staff and access to education and training
- Comply fully with CHSS Policies and Procedures.
- Participate in the CHSS appraisal and support & development process.
- To attend training sessions, continuing professional development and other activities as required.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.

Person Specification

	Essential	Desirable
Education & Knowledge	<ul style="list-style-type: none"> Degree level or equivalent. Expert knowledge of business systems and operational processes across all platform environments. Broad knowledge of CHSS's service delivery objectives and processes and their relationship to ICT. 	<ul style="list-style-type: none"> Professional Qualification (e.g. FBCS, CITP). Project and / or programme management qualification (e.g. MSP, Prince 2)
Previous Experience	<ul style="list-style-type: none"> Technically experienced with proven delivery record, including delivering sophisticated business enabling ICT solutions that meet the needs of customers and stakeholders. Experience of initiating, leading and managing cultural change in ICT Experience of developing positive relationships with relevant stakeholders 	<ul style="list-style-type: none"> Third sector background
Skills Aptitudes Abilities	<ul style="list-style-type: none"> Proven ability to create and lead an ICT team Programme and project management skills. Ability to set clear objectives and to manage a team to deliver them Analytical thinker Excellent leadership and influencing skills. Strong and committed team player Ability to work collaboratively Skilled in communication at all levels, both in writing and verbally, including senior managers and Chief Officers, to ensure that requirements are understood and prioritised Ability to lead and motivate multi-disciplinary and technical teams Ability to handle conflict and manage sensitive issues to achieve positive outcomes 	
Disposition	<ul style="list-style-type: none"> Willingness to work flexibility and travel Thorough understanding of equality issues in terms of meeting the needs of a diverse range of service users and in the workplace A firm commitment to continuing professional development for self and team Commitment to ethos of the voluntary sector Commitment to equal opportunities 	<ul style="list-style-type: none"> Current driving licence

Summary of Terms and Conditions of Employment

Chest Heart & Stroke Scotland comprises several departments: Services; Fundraising; Retail; Strategy and Communications; Corporate Services (including Administration, Finance, ICT, Volunteering and HR). The Corporate Services Department is actively involved with all other departments.

Term: Permanent

Salary: Grade 2, Scale Points 39-47, £35,830 - £43,363 per annum

New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.

Hours of work: 32.5 hours per week (CHSS full-time is 32.5 hours)

Willingness to work flexibly including travel and, on occasion, to stay away from home

Review of Work: The postholder is subject to the CHSS objective setting, supervision and appraisal process.

Annual Leave: CHSS leave year runs from 1st April to 31st March. Employees are entitled to 36 days annual leave in their first year of service (including public holidays). An employee will be awarded one extra day's annual leave for each complete year of service up to a maximum of 42 days (including public holidays). These allowances are pro-rated for part time employees and further pro-rated for those who join or leave CHSS during the leave year.

Pension scheme: CHSS offers a Group Personal Pension Plan, which has been established with Aviva. The Plan is a money purchase arrangement. You can choose at what rate you wish to contribute (subject to a minimum age related contribution) and how to invest your own contributions and those made by CHSS. The emerging fund at the point that you wish to take the benefits is then used to purchase a pension that is paid for the rest of your life.

Employee's and Employer's Contributions are paid on the portion of the employee's salary which is above the National Insurance contributions threshold (the Lower Earnings Limit). Employees who meet the relevant criteria are "automatically enrolled" in the scheme.

There are also schemes which provide death-in-service benefit and permanent health insurance.

Equal Opportunities: CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.