

# Head of Technology, Data and Transformation

Don't just find a job. Feel it.



You'll provide strategic leadership for Technology, Data and Transformation functions, ensuring alignment with corporate objectives

## Connect with what you'll do

### In the role you'll:

- ▶ Lead multi-disciplinary teams covering service delivery, infrastructure, applications, data management, analytics, PMO, and change.
- ▶ Develop and deliver a forward-looking Digital, Data & Technology Strategy.
- ▶ Act as a trusted advisor to the Executive Team and Board.
- ▶ Foster a culture of innovation, improvement and accountability.
- ▶ Manage departmental budgets, forecasting, cost optimisation and value-for-money delivery.
- ▶ Build strong external relationships with partners, suppliers, regulators, and sector networks.
- ▶ Oversee IT function, ensuring robust service delivery, cyber security and business continuity.
- ▶ Lead development of architecture across cloud, infrastructure, applications and networks.
- ▶ Ensure effective delivery of Microsoft 365, Azure, ERP/CRM and other core systems.
- ▶ Reduce technical debt and improve resilience through technology roadmaps.
- ▶ Implement strong cyber security frameworks (NCSC, CIS, ISO principles).
- ▶ Ensure IT governance, ITIL processes and supplier management
- ▶ Lead major organisational transformation programmes.
- ▶ Embed and oversee PMO, portfolio governance and prioritisation.
- ▶ Drive digital transformation, automation and process optimisation.
- ▶ Ensure people-centred change with strong adoption planning.
- ▶ Embed project and programme delivery frameworks (Agile, Waterfall, Hybrid).

## Connect with how you'll do it

### We're looking for someone with experience of:

- ▶ Senior leadership in Technology, digital, data or transformation in regulated, customer-facing environments
- ▶ Having a proven track record of delivering large-scale technology or business change.
- ▶ Understanding of project/portfolio management (Agile, PRINCE2, MSP).
- ▶ Knowledge of IT governance frameworks (ITIL, COBIT).
- ▶ Managing budgets, teams and suppliers.
- ▶ Strong IT operations, cloud technologies, applications, security, enterprise platforms and cyber governance experience.
- ▶ Strong data governance, analytics and reporting capability, and an understanding of data platforms, BI and modern architectures
- ▶ Knowledge of digital transformation, customer experience and process redesign.
- ▶ Degree in IT, Business or related field or equivalent experience

### The key behaviours we expect in the role include:

- ▶ Role modelling our values: We know our stuff / We make it happen / We care
- ▶ Demonstrating inclusive behaviours, respecting and embracing difference and listening to other people's unique perspective.
- ▶ Communicating passionately and authentically across different channels, adapting your style and methods to meet the needs of a diverse range of customers and colleagues.
- ▶ Working in a methodical way with excellent accuracy and attention to detail.
- ▶ Taking ownership and being tenacious to make things happen.
- ▶ Building trust by doing what you say you will.
- ▶ Remaining curious to bring fantastic new ideas to your role which stretch you and improve the customer experience.
- ▶ The ability to create an environment where people feel comfortable to be themselves, treating everyone as equals and encouraging a contribution from all.