

## JOB DESCRIPTION

Job title:	Director of Digital, Data & Technology (Full-time, 2-year FTC)
Department:	Digital, Data & Technology
Accountable to:	Chief Executive
Location:	Homebased with at least weekly travel

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### Role purpose

Our Director of Digital, Data & Technology will share our passion and commitment to members of the fire and rescue services community to live healthier and happier lives.

The purpose of this role, a member of our Senior Leadership Team (SLT) for an expected period of two years (may be extended), is to lead, support and oversee the transformation of our digital, data and technology capability as we implement our strategic objectives, including:

- to improve and develop our services
- to broaden our reach and deepen our impact
- improve our ways of working.

Our Director of Digital, Data & Technology's leadership and deliverables will be integral to our ability to adapt to an increasingly complex operational environment.

There are five key aspects to the role:

1. Collaboratively leading the charity as part of our Senior Leadership Team
2. Transforming our digital, data and technology capability and performance in support of our objectives
3. Leading the governance and management activities for information governance and information security across the charity
4. Management and development of the Digital, Data & Technology team, and
5. Influencing and stakeholder management.

As a Senior Leadership Team, we are ambitious for the charity and increasingly work in a contemporary and dynamic way, modelling progressive and inclusive leadership and always supporting one another to take opportunities and to manage competing and changeable priorities so we can achieve our shared and individual objectives. We are looking for someone who will thrive in this working style.

We are looking for a very special, experienced and innovative leader who will work in an agile and dynamic way. He/she/they will be a leader

with a successful track record of demonstrating how to optimise data and technology to drive the organisation forward and in creating high quality digital services. Experience in leading and delivering complex innovative change and large-scale digital and data-led transformation is required. A strong financial and commercial understanding is also crucial to success in this role.

Our Director of Digital, Data & Technology must understand charitable service delivery, being a skilled change manager who can inspire support, loyalty, trust and enthusiasm across internal and external stakeholders alike.

### Job summary

The core purpose of the role is to identify, document and ratify the business requirements that our future digital, data and technology services must transform to meet. Then, create the relevant strategies and a plan, in collaboration with senior stakeholders as to how these changes are to be realised, at pace.

Key to success will be a holistic approach to information asset and processing requirements, leading to (where appropriate) an integrated set of proposals for IT solutions which are proven, future proof and deliver defined business benefits.

While providing inspirational leadership and strategic direction to the Digital, Data & Technology team and working collaboratively across SLT, the post holder will work to operationalise and embed the deliverables associated with this post by the end of an expected two-year period.

### Key relationships

- Chief Executive
- Senior Leadership Team, notably Director of Director of Impact & Service Partnerships, Director of Services, Director of Engagement
- Finance & Audit Committee, trustees

The Director of Digital, Data & Technology is accountable for managing a budget of c£TBC (with a separate budget for key projects) and a team of c5 individuals.

## **Main areas of responsibility**

### ***Leading the charity as part of the Senior Leadership Team***

- Provide leadership and support to the charity by helping define and deliver against our purpose, target impact and objectives, shaping our onward strategy
- Ensure staff and volunteers are clear about the charity's strategic priorities and plans and how they contribute to achieving them
- Provide advice, insight and subject matter expertise to the Chief Executive, SLT, Board of Trustees and committees
- Identify key risks to the charity's profile and income and propose and deliver mitigating actions
- Ensure the Chief Executive is appropriately updated and presented with key information in a timely way
- Contribute to organisational impact and performance measurement and reporting
- Develop and manage the team's income and expenditure budgets and provide regular and timely updates to the Chief Executive, governance groups and finance team.

### ***Transforming our digital, data and technology***

#### **DDaT strategy development**

- Develop and implement strategies relating to technology, digital, data, and information governance; provide a vision and roadmap for development to enable the charity to meet its strategic priorities, foresting a culture of continuous improvement:
  - Determine the business requirements by:
    - Managing a programme of information gathering – both functional, non-functional, and technical requirements across all areas of the business, and understand their inter-relationships.
    - Gaining understanding of our current solutions and where they meet, exceed or fall short of our business needs
  - Inform and steer strategic investment to transform our DDaT capability and performance by:
    - Leading the development of a cogent future state applications landscape;
    - Leading the articulation of a future state IT application strategy that is aligned to IT infrastructure improvements in progress, planned ways of working and cultural practices;
    - Leading the development of a business case for new or alternative technologies, outsourcing, co-sourcing and in-sourcing to meet the organisation's needs and transform our IT application landscape
    - Creating the roadmap to deliver the transformation that integrates with other workstreams in flight

#### **Lead and drive digital, data and technology transformation**

- Lead the transformation of our IT applications and platforms, in particular, Salesforce
- Design, communicate and be the source of expertise for digital, data and technology transformation
- Define policies, processes, solutions, change processes and deployment of tools and practices to ensure effectiveness and quality of DDaT improvement efforts
- Through collaboration, prepare integrated plans for deployment and adoption of new strategies, initiatives, technologies, and operational improvements to achieve flawless delivery
- Coordinate all application change efforts to deliver maximum business value
- Ensure visibility of DDaT transformation projects and keep SLT up to date on progress, risks and known issues
- Create and manage measurement systems to track adoption, utilisation and proficiency of individual solutions, recommending, owning and overseeing delivery of remedial action when necessary
- Manage supplier relationships and commercial issues including supplier solutions, costs and timescales
- Identify and manage relationships, partners and suppliers to develop and deploy solutions leveraging both external and internal resources
- Oversee the provision of training to new and experienced users
- Coordinate pre- and post-go live activities
- Lead, direct, motivate and manage the project teams undertaking delivery.

#### **Service design**

- Work with Services and Engagement team colleagues cross-functionally to develop a new suite of digital health and wellbeing services for self-directed access (and improve existing ones)
- Lead, support, inform and enable digital service design that ensures our service users' needs and preferences are at the heart of every transaction end-to-end (digital services are agnostic to the team providing the service), front-to-back (the user facing digital service and the related internal service governance, policies and processes are sound) and through every channel (whether this be digital, phone, post, face-to-face or physical care and support) ensuring service transitions between physical, offline and

digital transactions are seamless

- Commission and work as appropriate with service designers, interaction designers, graphic designers, content editors and the Engagement team
- Ensure operational and technical needs/constraints do not overshadow the needs of service users
- Ensure assumptions in digital service design are capable of being continually tested and improved at pace

### **Leading organisational information governance and security**

#### **Information security governance:**

- Review the overall information governance and security risk profile, and related management activities for information governance and information security across the charity
- Identify required improvements and create a holistic risk-based information security strategy and implementation plan and report delivery progress on a regular basis, ensuring these risks are managed within the organisation's risk appetite
- Develop an information security work programme in alignment with the information security strategy
- Influence individuals and teams at all levels across the organisation to embed holistic risk-conscious privacy and security aware behaviours that help to mitigate information risks
- Lead information asset owners and risk owners in the continual re-assessment of the charity's attack surface and ensure that appropriate controls are in place to manage the risks posed by emerging threats and vulnerabilities
- Be responsible for leading and demonstrating our compliance with relevant information security standards and frameworks which provide assurance of the organisation's information security governance and management activities. These standards include the Payment Card Industry Data Security Standard (PCI DSS), Gambling Commission Remote Technical Security Standard (GC RTS) and the team's certification to the plus level of the UK government's Cyber Essentials Scheme and the Data Protection Officer with data protection legislation compliance.
- Proactively maintain an understanding of current and emerging regulatory and legislative requirements relating to information security, the healthcare industry and charity sector
- Serve as the Senior Information Risk Officer (SIRO)

#### **Information risk management and compliance:**

- Establish and maintain a process for information asset classification to ensure that measures taken to protect assets are proportional to their business value
- Identify legal, regulatory, organisational and other applicable requirements to manage the risk of noncompliance to acceptable levels
- Ensure that risk assessments, vulnerability assessments and threat analyses are conducted periodically and consistently to identify risks to information assets
- Develop appropriate metrics to evaluate the effectiveness and efficiency of information security controls
- Report noncompliance and other changes in information security risks and issues to the Chief Executive as appropriate to assist in the risk management decision-making process
- Integrate information risk management and requirements into organisational processes (for example, business continuity and disaster recovery, project and programme management) to maintain the organisation's security baseline and promote a consistent and comprehensive information risk management process across the organisation

#### **Privacy and Security Impact Assessments (PSIAs)**

- Review, establish and maintain the Privacy and Security Impact Assessment process

#### **Supplier Risk Management and Assurance**

- Integrate information security requirements into contracts and activities of third parties (for example, joint ventures, outsourced providers, business partners, customers) to maintain the organisation's security baseline

#### **Information security incident management**

- Establish and maintain an organisational definition of, and severity hierarchy for, accurately identifying and responding to information security incidents
- Establish and maintain an incident response plan to ensure response to information security incidents
- Develop and implement processes to ensure the timely identification of information security incidents
- Establish and maintain processes to investigate and document information security incidents to be able to respond appropriately and determine their causes while adhering to legal, regulatory and organisational requirements

### ***Management and development of the Digital, Data & Technology Team***

- Lead the team, taking a programme and project-delivery approach, ensuring colleagues are empowered and equipped to deliver against clear objectives, celebrating their successes
- As required, providing cross-functional line and performance management, taking responsibility for setting direction and priorities and building a strong team that is engaged, inspired and effective.
- Ensure the operating model enables the right skills and the right capacity to deliver our objectives and to operationalise and maintain our new DDaT capabilities
- Produce an annual plan and budget and communicate the planning and budgeting information with the team

### ***Influencing, change and stakeholder management***

- Provide exceptional stakeholder relationship leadership by gaining and maintaining commitment from a range of stakeholders internally and externally, in ways that build confidence in our expertise as a health and wellbeing provider and cultivate a positive reputation for the charity
- Proactively work with other teams, especially working closely with Services and Engagement directorates, to ensure digital, data and technology strategies and plans are fully integrated with service improvement, service development and other cross-organisational initiatives
- Proactively work with other Directors to gain knowledge of emergent risks and opportunities
- Influence and hold colleagues at the same or higher level of seniority to account for their contribution to effecting change
- Embed engagement and collaboration across the organisation, ensuring everyone who works and volunteers for the charity feels engaged in growing our profile, reach and income.

### **General**

In addition to the specific duties and responsibilities outlined in this job description, all Fire Fighters Charity employees should be aware of their specific responsibilities towards the following:

- Fire Fighters Charity is committed to diversity, equity, inclusion and belonging and is working toward building a culture and environment where everyone in our community feels welcome, accepted, respected and that they belong.
- Fire Fighters Charity is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role
- Demonstrate a commitment to our values and behaviours
- Adhere to all health and safety and fire regulations and to co-operate with the charity in maintaining good standards of health and safety
- Adhere to all Fire Fighters Charity policies and procedures at all times
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the charity into disrepute
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

## PERSON SPECIFICATION – Director of Digital, Data & Technology (2-3-year FTC)

Criteria	Essential	Desirable
Knowledge, educational & professional qualifications	<ul style="list-style-type: none"> <li>Degree in technology, commerce or another analytical/numerate subject or equivalent experience</li> <li>Information security management standards and frameworks (for example ISO/IEC27001, NIST)</li> <li>A high-level knowledge of IT security appliances and services, including cloud security services, Intrusion Detection Systems, Intrusion prevention systems, Firewalls, Web filtering, Email filtering, Network topologies and segregation, VPN technologies</li> <li>TOGAF qualified</li> <li>Prince 2 Practitioner certification</li> <li>MSP (Managing Successful Programmes) practitioner certification, or equivalent</li> <li>ITIL qualified</li> </ul>	<ul style="list-style-type: none"> <li>At least one of CISSP, CISA, CISM, CCP Accreditor Practitioner level, CCP Architect Practitioner level</li> <li>Active involvement in the information security community</li> <li>Qualification in change management or process improvement methodologies e.g. as Lean Six Sigma, P3O, CMMI, Prosci, TQM et al.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Leading or supporting demonstrably successful, significant digital, data and technology transformation within the NHS, local authority or the charity sector</li> <li>Practical experience of applying IT change and project management principles, methodologies and tools to deliver transformational IT initiatives</li> <li>Experienced in informing, supporting and enabling service design – developing digital services that are user-centered, simple, effective and capable of rigorous measurement and evaluation</li> <li>Experience of developing a digital strategy, a data strategy, and technology strategy for an organisation of comparable breadth and scope</li> <li>Experience of managing and governing information security in an organisation of comparable breadth and scope</li> <li>Providing advice to senior leadership, including recommendations for action that could have an impact on strategic outcomes</li> <li>Managing complex projects and delivering DDaT solutions to operational issues through the deployment and integration of technology</li> <li>Successfully influencing multiple emerging strategic change streams (for which others may be accountable), in a multi-programme environment</li> <li>Establishing and maintaining strong working relationships with a range of stakeholders, developing a positive profile and building trust</li> <li>Experience of engaging and winning the commitment of large numbers of staff and service users in transformational DDaT change and bringing new approaches and digital solutions into an organisation</li> <li>Experience of running end-to-end tender processes and managing suppliers and partners</li> </ul>	<ul style="list-style-type: none"> <li>NHS management and healthcare consulting</li> <li>Experience in the execution of large-scale Informatics Programmes</li> <li>Transforming services through clinical informatics</li> <li>Supporting the development of commercial and charitable contract capabilities</li> </ul>
Skills / Abilities	<ul style="list-style-type: none"> <li>Strategic and dynamic thinker, able to make decisions and work at pace</li> <li>Highly developed analytical, judgement and problem-solving skills to interpret and evaluate complex, dynamic and ambiguous situations and information</li> <li>Able to map, document and formalise conceptual information with ease</li> <li>Strong programme and project-related skills including the ability to set, monitor, evaluate, communicate and base action on meaningful metrics</li> <li>Strong consultative, listening and communication skills, able to adapt to a diverse range of staff across levels of seniority, being assertive when required</li> <li>Excellent interpersonal skills: comfortable exercising tact, demonstrating sensitivity and awareness and negotiating with a range of stakeholders</li> <li>Self-driven, resilient, tenacious and resourceful.</li> <li>Able to make judgments, take qualified risks and make decisions with confidence, taking responsibility for the outcomes</li> <li>Strong organisational development skills, able to identify and act on opportunities to drive performance</li> <li>Able to work well under pressure, meet deadlines across multiple work streams and prioritise own workload (and workloads of others)</li> </ul>	<ul style="list-style-type: none"> <li>Understands the social and political factors shaping local/national realities of health services;</li> <li>Is capable and confident in presenting to and leading large groups of people as a facilitator.</li> </ul>

<b>Technical skills</b>	<ul style="list-style-type: none"> <li>• Strong knowledge of information and data architecture design</li> <li>• Strong knowledge of process design</li> <li>• Strong knowledge of IT applications, enterprise-level solutions and database systems</li> <li>• Strong IT skills in all MS Office packages and advanced knowledge of Excel - in data modelling and analysis, working with large data sets.</li> <li>• Some knowledge of technical solutions architecture</li> <li>• Developing and using Salesforce CRM</li> </ul>	
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**Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities**