Role Profile:
Assistant Director of Transformation & Digital Services

WHO'S IN MY TEAM?

Line Manager (role):	Operations Director
Level:	D[1]
Team:	Leadership Team
Business area:	Transformation and Digital Services

WHAT'S MY ROLE?

Our ultimate ambition is to end the housing crisis in North Kent – that's yours too. To do that, these are the things you'll be doing:

- Leading and developing our digital direction, strategy and culture, you'll shape our journey to becoming an agile, responsive, customer focused and digitally empowered organisation

- You'll challenge the status quo, initiating new ways of working, taking colleagues at all levels with you as you help us to embed our culture of customer focus, collaboration and high performance

- You'll take the lead in designing and coordinating delivery of the organisation's change programme to deliver our ambitions and lasting change

- Focusing on the future, providing insight on emerging digital, tech, innovation and disruption across a wide range of sectors, you'll translate that into practical application in the business

- You'll nurture talent whilst leading and developing the teams who report to you

- Equally important as your functional responsibilities, you're a dynamic and energetic leader of the organisation. As a member of the Leadership Team, you will lead by example.

WHAT AM I ACCOUNTABLE FOR?

- Devising and delivering an organisation-wide change programme that harnesses the power of digital and technology to deliver great customer outcomes, best value for money and helps colleagues to be the best they can be

- Championing user-centred design, collaboration and agile ways of working in all areas of the business and activity

- Leading and coordinating change programmes, projects and activity across the organisation and encouraging partner organisations to adapt and evolve

- Exploring emerging business models and how new technology and approaches can provide increased efficiencies that support our customers and the organisation to make sure we deliver our goals

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[1] Please refer to the Leadership Behaviour Framework for this level

- Helping the organisation to use business intelligence, data and customer insight to learn, improve and make the best decisions we can

- Aligning our people, talent and organisation development strategies with digital, tech and process developments to deliver a workforce and workplace that is fit for the future

- Making sure we deliver high impact communication internally and externally to enhance our reputation as a great visible landlord and have high levels of staff engagement

- Making a great contribution to the strategic leadership of the organisation as a proactive member of the Leadership Team

- Role modelling and championing the #teammhs culture to embed our ethos as an agile, customer focussed, high performing organisation

- Collaborating on the development and delivery of the strategic plan for mhs homes and its subsidiary, Heart of Medway, keeping a relentless focus on our goals and social purpose

- Leading the functions within the Transformation and Digital Services team so together they form the high performing change engine supporting the organisation to deliver our strategic goals,

  These functions include:
    o Digital and ICT
    o Business improvement, strategic planning and service design
    o Customer experience, engagement and insight
    o Data analysis
    o Communications, marketing and stakeholder management
    o HR and organisational development

- Valuing and championing equality and diversity within the workforce and our customer base

- Being an active external ambassador for mhs homes, and representing the organisation at networks, strategic meetings with other partner agencies, public organisations, regulators and funders

WHAT WILL I BRING TO THE ROLE?

You'll definitely have;

- A great track record of delivering organisation wide culture, service and digital / IT transformation which has resulted in clear and measurable customer and business benefits

- A practical appreciation of the complexity of driving culture change, with experience of anticipating and responding positively to any barriers

- A good practical understanding and experience of agile methodologies and user centred design, when to use them, and how to introduce and embed them in an organisation to deliver great customer outcomes, experience and business results

- Strong digital and IT knowledge, with an inquisitive mind to find out how future developments can best help us to achieve our goals

- Experience of finding the right balance between IT usability and compliance and security

- Previous use of service design and discovery methodologies to drive evidence based and directional change

- A clear focus on the big strategic picture, with head in the clouds but feet on the ground, able to develop innovative ideas and translate them into practical actions

- A passion for improving customer experience, and an 'outside in' mind-set

- Significant experience in embedding change and new ways of working through well honed change management, communication and influencing skills

- A proven track record of using business intelligence and data to drive decision making and using this to develop a learning organisation

- Positivity, pragmatism and resilience, with the ability to work through challenges

You don't need to have led and have experience of all of the functions within this portfolio, but you'll need to have experience of successfully leading teams outside your own personal areas of expertise.

You don't necessarily need experience of housing, but you'll need to show clear commitment to our values and social purpose.

BUDGETARY RESPONSIBILITIES:

Headcount:	Headcount of Business Improvement, Communications, Digital, IT and HR teams – c. 25 FTE. 5 direct reports
Financial (operational / capital):	Operational budgets totalling £2.9 million. Annual capital budget of £300,000.

QUALIFICATIONS:

- Degree level education or equivalent relevant training / experience
- Demonstrable commitment to continuous development including professional, personal and leadership skills, building on self reflection and feedback whilst supporting the development of others
- Agile Scrum Master certification would be an advantage, but isn't essential

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