



Job Description

Job Title:	Service Director - IT
Grade:	Service Director
Section:	IT
Reports to:	Executive Director of Resources
Responsible for:	IT Teams

The Job

Is to:

- As the driving force behind our IT strategy, the Service Director IT role will spearhead our technology-driven initiatives and takes the helm in refining our on-premise and Microsoft cloud infrastructure, while maintaining top-tier data security standards.
- By directing application management, quality assurance, and IT service support, the Service Director IT guarantees that our technological efforts and delivery of our technology solutions align with and support our business goals and overarching strategies.

The Bigger Picture

You will:

- Demonstrate effective, visible leadership that promotes the Vision and Values of WDH.
- Provide, as a member of the Director team, leadership, and direction; to promote and maintain a positive attitude and image for WDH.
- Identify potential uses of technology to bring innovation to WDH and the services it delivers to its customers.
- Contribute to the development and implementation of strategic priorities and business plans for WDH and its subsidiaries.
- Oversee the delivery of high quality and reliable technology services to WDH employees.
- Ensure the delivery of good quality services to tenants and other customers, meeting the requirements of continuous improvement and Regulatory best practice.

- Contribute to the development of corporate plans, operational plans and relevant performance measures which support and achieve continuous improvement and implement effective controls.
- Contribute to the development of working relationships and partnerships with external bodies.
- Promote WDH and its values; internally and externally to ensure a positive image and a highly motivated workforce; and
- Respond creatively and flexibly to the needs of the business.

The Day to Day

You will work with the Executive Director of Resources and IT Management Team to:

Strategic

- Lead the IT service, cultivating a high-performance culture for enhanced productivity and best practices in IT.
- Develop, own, and execute an IT/digital strategy that takes advantage of emerging technologies to contribute to business strategy. This should include an organisation-wide technology / application / big data roadmap and engagement model for data governance, data engineering, and data science.
- Provide the Management Team and the Board with strategic assurance that the IT strategy is fit for purpose and will enable the delivery of the strategic business objectives.
- Demonstrate IT's business value by defining how systems will contribute to business goals, ensuring IT plans and operating models are integrated with the business planning process.
- Understand the evolving needs of IT users (including tenants and customers) to assess and anticipate current and future information and technology requirements.
- Contribute to the management and mitigation of strategic and operational risk.
- Lead service modernisation, focusing on digitalisation and emerging technologies for added value and customer experience.
- Overall responsibility and management of WDH's IT infrastructure.
- Collaborate closely with the Service Director – Business Intelligence & Change to champion continuous improvement principles and our values, building strong collaborative relationships.

Service Delivery and Functional Management

- Lead the secure migration of on-premise infrastructure and applications to chosen cloud platforms, ensuring optimal integration with existing and future business services and systems.
- Oversee the development and execution of an application roadmap to plan the evolution of the existing Dynamics ERP solution and / or other business applications to support WDH teams in the delivery of high-quality services to its customers.

- Advise on approaches to improve our customers' digital experience by securely and compliantly integrating remote technology ('IoT') primarily in our asset base.
- Ensure software implementation and compliance with relevant legislation, including the Data Protection Act and GDPR.
- Have responsibility for the management of the IT infrastructure, hardware maintenance and cybersecurity.
- Devise and deliver a set of operational KPIs that create value and manage risk, reflecting service performance and aligned with WDH's Corporate Strategy and Risk Register.
- Develop, agree, and deliver against operational level agreements (OLAs) with the rest of the business.
- Direct and oversee the management of the IT budget process, costs, and resources for IT, ensuring that projects have the resources needed to deliver them and demonstrate value for money.
- Ensure confidentiality, integrity, and availability of WDH's IT systems and data.
- Liaise with the Corporate Risk Team to drive improvements in the IT aspects of Business Continuity Planning/Disaster Recovery including recommendations by our Internal and External auditors.
- Drive improvements in the IT Incident and Problem Management protocol and post-incident reporting.
- Design new and improve existing processes to accelerate the maturation of IT including configuration management, change management, release management and transition management in line with best practice (e.g. the ITIL standard).
- Design and implement an IT–business engagement model and IT Governance Framework to identify and shape demand and align IT's offerings with business needs
- Advise on potential improvements to the information governance approach to minimise exposure to potential breaches of GDPR.
- Assist in the various day-to-day aspects of implementation projects, as required.
- Build relationships with and lead on the management of Supply Partners.
- Identify opportunities to reduce cost, decrease complexity, assisting the IT Management Team to reliably manage providers in a commercially realistic manner.
- Support the Executive Director of Resources in planning and maintaining capital and operating budgets, working with all areas of the business to identify efficiency opportunities.

Leadership & Development

- Oversee the development and implementation of a strategic workforce plan to maximise the current and future workforce's effectiveness in light of strategic business priorities.
- Inspire and motivate members of the IT Service to foster a culture of openness, innovation, and excellence.
- Act as a role model across the business for all WDH colleagues and sharing skills, experience, and knowledge to develop WDH's people.

- Develop talent in line with succession planning.
- Oversee the creation of a compelling employment value proposition to attract and retain critical talent.
- Build the next generation of leaders and contributes to business-level goals for talent development, diversity, and inclusion.
- Deputise for the Executive Director of Resources for IT.
- Mentor, support, and advise to help develop IT colleagues' understanding of contemporary information technology departmental operations.

Internal Corporate Management Team, Board and Committee members, senior managers, all employee teams, trade union representatives.

External Local Authorities, the regulator, suppliers, contractors, partners and other agencies, executive managers and officers, statutory and non-statutory agencies including other local authorities, health organisations, voluntary and private agencies, government departments or agencies, tenant and resident organisations.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications and Training			
A Qualification at Level 6 of the Framework for Higher Education Qualification, such as First Degree, Award, Certificate or Diploma at level 6 or equivalent.	✓		AF / CQ
A Qualification at Level 7 of the Framework for Higher Education Qualification, such as Masters or Postgraduate Certificate and Diploma, in Management Studies or equivalent or willingness to work towards.	✓		AF//CQ
Professional qualification		✓	AF / CQ
Project Management Qualification	✓		AF / CQ
A recognised Information Technology Qualification.	✓		AF / CQ

Determination			
Significant experience in the delivery of IT related projects.	✓		AF/I
Experience of involvement in the corporate management of an organisation, with significant budgetary responsibility.	✓		AF/I
Experience of communicating effectively with customers, consultants, partners, voluntary groups and other relevant bodies.	✓		AF/I
Experience of contributing to and implementing strategy and delivering results.	✓		AF/I
Experience of managing contracts and achieving results through partnerships.	✓		AF/I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Experience of performance-based management in a customer focused service organisation.	✓		AF/I
Strong verbal and written communication skills.	✓		I
Strong presentational skills and ability to promote the organisation with a wide range of individuals and external contacts.	✓		I
Commitment to quality, customer service, best practice and best value in all aspects of the organisation's operation.	✓		I
Proven track record in the delivery of large IT Projects, such as ERP & CRM implementations	✓		I
Experience of working with residents to improve the communities in which they live.		✓	AF/I

Nous			
Ability to provide vision and strategic direction in relation to technology needs.	✓		I
Ability to identify innovative uses of technology to deliver improvements to internal and customer facing services	✓		AF/I
A well-developed understanding of business management in the context of information technology and how this meets organisational needs.	✓		I

Attitude			
A confident, independent, and effective decision maker.	✓		AF/I
Capable of delivering results to tight deadlines and under pressure.	✓		AF/I
The ability to interpret relevant information, analyse complex data, review alternate solutions, and come to timely well-informed conclusions.	✓		I
Committed to the aims and ambitions of the organisation and broader issues of social housing.	✓		I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Ability to lead, inspire, motivate, and develop employees at all levels.	✓		I

Additional Requirements of the Job			
Equality & Diversity			
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	✓		I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

R- References