

HEAD OF IT, DIGITAL AND CHANGE

About the role

This is an exciting opportunity to lead the significant investment programme to deliver new digital based technologies across the entire Society. This work will improve the experience and services offered to our customers and employees which is aligned to our strategic objective of improving service and growing the business.

The programme of work is underway and covers a three year period. It is running alongside the maintenance of the current IT infrastructure. This is a high profile role within the Society and is part of the Senior Management Team having wider responsibilities for Society development and management.

The Head of IT, Digital and Change will report into the Executive. This role will have input to how the IT strategy is further developed and evolved over time. You will be responsible for the leadership and management of the IT team which includes Change, Digital development, Data Management and Information Security across the current core system applications.

The Society outsources its core business systems management and hosting. It also outsources its desktop and network management to a separate supplier. Oversight and management of existing suppliers falls within the remit of this role.

The IT team is responsible for ensuring the Society has a robust IT infrastructure which covers the immediate and future business needs without disruption and can be shown to meet the regulatory expectations of resilience. The team monitors supplier alerts relating to management of the infrastructure covering the whole IT eco system and provides a first line help desk to the employees.

Key Skills & Experience

You will have proven experience of delivering significant IT and change projects. Added to this you will have a good understanding of, and direct experience in, cloud technologies, networks and network management, data security, new digital technologies developed by third parties configured for Society use, project management and change programmes.

It would be highly advantageous if your experience also included exposure to mortgage and savings administration systems, mortgage origination systems and deployment of customer facing applications on the web.

You will be responsible for the IT team and will have excellent leadership and communication skills and the ability to communicate in non-technical terms with key stakeholders. The role extends to the development and management of relevant IT policies and procedures.

The ideal candidate will

- Have experience of digital service development, evaluation of digital supplier offerings and deployment of them
- Management of business change programmes
- Be used to working across business areas to achieve improvement to customer and employee experience
- Be well organised, focused, and has a 'can do' attitude
- Holds relevant industry qualifications and / or a degree

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- Understand the role of governance and risks management in the context of new and existing technology services and architecture
- Has experience of managing a wide range of suppliers
- Appreciate the importance of mutuality as a business model