

Job title:	Assistant Director of IT and Data
Reports into:	Executive Director of Business Change
Directorate:	People, Digital and Change
Department / Location:	IT & Systems Transformation
Direct Reports	Service and Infrastructure Manager, Applications Manager, Solution Architect, Data Manager, IT Commercial Lead
Role purpose:	<p>As part of Golding's Senior Leadership Group, have lead responsibility for IT and Data including:</p> <ul style="list-style-type: none"> • Leading the IT and data functions to successfully deliver against organisational objectives, providing strategic guidance and ensuring high performance • Focus on customer satisfaction, security, and compliance, while driving improvements in IT systems and data quality • To create, lead and implement a company-wide IT and data strategy and relevant roadmaps covering all areas including technology, data governance and quality to support company needs.

Key Responsibilities and Accountabilities

Leadership

1. Provide strategic thought-leadership, expertise, and guidance in all areas of IT and data.
2. Build strong relationships and ensure the IT and data functions are well integrated across the company.
3. Ensure effective performance management and support team members through coaching and mentoring.
4. Undertake a continuing programme of personal development, maintaining professional knowledge and understanding of current best practice.
5. Ensure commercial processes are managed effectively and manage the departmental budget including forecasting, budget setting and monitoring.
6. Be an active, engaged and contributing member of the Senior Leadership Team.
7. Report and present metrics on performance of IT and data functions.

IT

1. Ensure an effective cyber security strategy and roadmap is in place with regular audits, assessments and testing.
2. Collaborate with other specialists to evaluate new technology offerings for integration with the organisation
3. Lead on top-level relationships and negotiations with hardware and software suppliers, ensuring probity in all dealings with IT suppliers building successful partnership relationships.
4. Ensure a clear architecture roadmap is created in line with company objectives.
5. Lead management of change, release and upgrade/maintenance cycles of all IT services within the organisation to ensure minimal disruption.
6. Ensure that the IT service is customer-focused, monitoring outputs and responding positively to feedback.
7. Provide expert technology advice and support to senior leaders and managers, including the formulation and implementation of policies and projects.
8. Ensure full compliance with all relevant IT and security legislation, especially the Data Protection Act, and that effective IT policies and procedures are in place.

9. Monitor the internal customer satisfaction with IT services and strive for continuous improvement in services provided.
10. Manage licensing agreements with software and hardware suppliers.
11. Ensure the availability, reliability and integrity of the IT service and that service availability meets customer requirements.

Data

1. Implement and manage a comprehensive data management framework.
2. Ensure strong data governance and focus on continual improvement of data quality.
3. Lead the Business Intelligence, Data Governance and Data Quality and Improvement activity.
4. Provide technical expertise in all areas including Business Intelligence (BI) report development, data engineering, data & information governance, change management and data quality.
5. Advocate adoption of the UK Housing Data Standard and ensure adoption is supported and facilitated where practical.
6. Ensure the availability, reliability and integrity of the BI report development function and that service availability meets requirements.
7. Support the production of regulatory data returns and relevant data processes.

Standard responsibilities

Adopt and comply with Golding's values, policies and procedures, and regulatory frameworks including:

- Golding GOLD Standards – behaviour framework
- NHF Code of Conduct
- Health & Safety
- Data Protection and Privacy
- Use of IT Resources and Cyber Security
- Regulatory standards and probity
- Risks and internal controls framework
- Employment policies and procedures
- Equality, diversity & inclusion
- Safeguarding, modern slavery & human trafficking
- Live and role model our Golding values

No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Person specification
<p>Education</p> <ul style="list-style-type: none">• ITIL or CoBIT certified or equivalent.• Educated to degree level or qualified by equivalent experience. <p>Experience required</p> <ul style="list-style-type: none">• Extensive senior management experience working in IT and Data leadership roles, including leadership and management of a multi-function team.• Experience managing change effectively; understand the needs and benefits for change and play an active role in delivering successful change.• Previous public sector or Housing Association senior leadership experience.• Experience of Power BI and other associated reporting technology. <p>Knowledge and skills required</p> <ul style="list-style-type: none">• Diplomatic with the ability to interact successfully at all levels.• Good listener with the ability to effectively apply the knowledge gained.• Strong belief in customer satisfaction and business benefit driven solutions.

Additional information
<ul style="list-style-type: none">▪ Flexible



Customer/Colleague Centric

I make time to listen, understand & anticipate others' needs & expectations

I think 'person' not 'process'

I respond within 24 hours or sooner if I can

I use positive first communication always I **communicate proactively particularly** when seeking to resolve issues & problems

I always ask at the end of a conversation or visit if there's anything else I can do to help & use the 5-step wrap-up

I respond positively, graciously, & non-defensively to complaints and criticism using Glad / Sure / Sorry



What about
Shirley?

Respectful

I treat others as I would wish to **be treated myself: I listen, show them courtesy and respect, & go out of my way to be helpful, friendly & caring**

I communicate openly, positively, & clearly with others, showing awareness & sensitivity of diversity, differing needs & viewpoints

I do all I can to stay 'in the black' & communicate from an 'in the black' headspace

I write in our conversational, friendly house style

I turn up for everything on time, notifying in advance if it's not possible

I act in line with Golding's Good Manners

Accountable

I do what I say I will, own my words & actions, and challenge negative/ inappropriate behaviour
I deliver to agreed deadlines I ask, 'What can I do?' & do it

I take responsibility to see things through to the end, stating what I will do **personally & checking in with colleagues if** I depend on their input

I use 'Time Speak' to agree clear & realistic timelines & give regular progress reports

I use Template 1-2-3 if I have to say No: what I **can** do/what's not possible/next steps, options

I make decisions that are **within my remit**

Engaged

I recognise that we're 'One Golding' & **together we make a difference**

I attend and take part fully in team building activities, team meetings, **company catch ups, conferences etc to** help develop team spirit & mutual support

I get out of my comfort zone and try new things

I welcome feedback & want to improve & succeed

I support my colleagues in different parts of the business, recognising that we're all one team with a common goal to provide outstanding services, great homes & proud communities

OUR



STANDARDS

Customer/Colleague Centric

Managers:

I empower my team to act in a way that puts customers at the heart of everything we do

I engage with colleagues to set out a positive, proactive, and performance-focused plan for **service delivery**

I encourage a 'right first time' approach and learn from mistakes

Leaders:

I create and model a culture based on great customer and colleague engagement and experience

I am forward thinking and pro-active, listening to what our customers tell us to plan innovations for the future

I ensure organisational strategies, plans and goals have our customers and people at their heart

Accountable

Managers:

I ensure my team understands what is expected on both the People and Technical sides of servicedelivery

I agree clear goals and monitor progress **regularly, taking corrective action if needed**

I look for ways to be more efficient, effective, and productive, to deliver value for money and cut out waste

Leaders:

I spell out 'what great looks like' and lead from the front to create an inspiring vision of the future and ambition to succeed

I never accept 'average' or walk past a 'quality' problem

I work to remove barriers and obstacles that get **in the way of my team(s) doing a great job**

Respectful

Managers:

I set the tone for my team, modelling a positive, solution-focused and 'in the black' approach

I seek and give open, honest, and constructive feedback to help build great relationships

I promote equality, diversity & inclusion and I adopt a zero-tolerance approach to prejudice

Leaders:

I ensure diversity and inclusion are at the heart of how we do business and treat others

I model a culture where 'everyone belongs'

I consider and promote the views of our **customers and stakeholders in everything we do**



What about
Shirley?

Engaged

Managers:

I collaborate with other managers and teams to deliver our strategic priorities and social purpose

I model the 'Think Shirley' toolkit, spot opportunities for my team to improve and celebrate our successes

I pro-actively share knowledge and good practice

I give recognition when I see good work

Leaders:

I create opportunities for team(s) to come together as one, setting out a clear, compelling vision for the future and celebrating success

I create an environment of trust, care, **commitment, and consistency to help people 'buy-in' to the Golding ethos**

I encourage all teams to take part in activities that build engagement and belonging

This framework shows the behaviours we adopt at Golding Homes to demonstrate we CARE. Managers and senior leadership group should always model these behaviours.