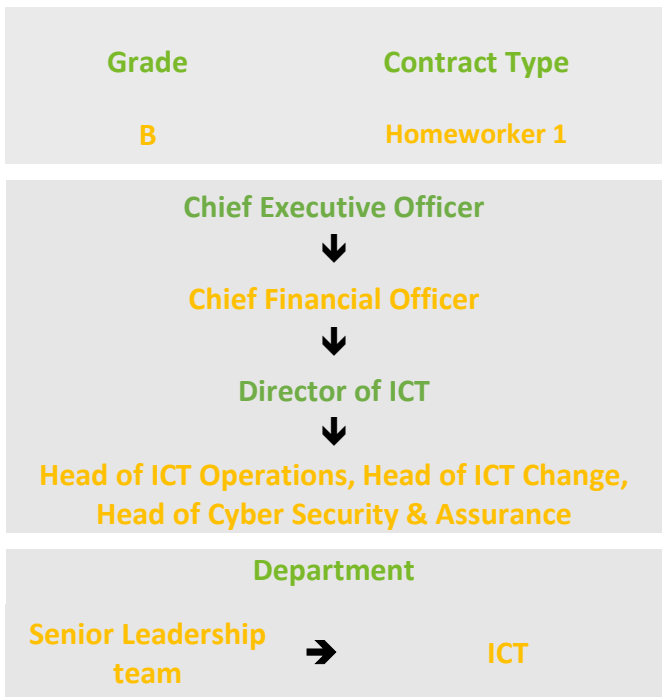


# Director of ICT



**Role Overview**

At YHG, ICT encompasses, service desk, architecture, infrastructure, software and interface development & maintenance, cyber security, and assurance.

Ownership and development of the Group ICT & Security Strategies

Leadership for the planning, development & implementation of ICT systems and services, both to develop and support the Group to enable optimal functioning of the organisation and the delivery of all business and operational activities.

Responsible for the management and flexible execution of ICT strategies ensuring infrastructure, systems and services align to the company Strategy and objectives.

Ongoing provision, development, and maintenance of the YHG core network infrastructure, business, and telephony systems, inclusive of service desk, training, and ICT supplier management.

## RESPONSIBILITIES

- Accountable for financial planning, budget setting and optimisation of the Group’s ICT services, both revenue & capital.
- Lead the implementation of system changes from an ICT and security perspective, partnering with the business in a collaborative way while overseeing cost effective procurement and ensuring value for money.
- Develop and deliver the ICT and Security strategies through clear communication and strong leadership, identifying IT strategic priorities that reflect the needs of the business.
- Lead, motivate and develop the ICT team to provide excellent services embracing best practice, innovation, continuous improvement, development in technology, robust solutions, security of systems and delivery maximizing capabilities of individuals and the team.
- Lead on the modernisation of end user computing and the development of digital skills and capabilities across the organization, working collaboratively with the L&D team.
- Provide assurance on information systems and data security, lead, own, manage and continuously improve IT Governance processes.
- Manage Strategic risks insofar as relating to ICT and security and manage the operational risk register working closely with direct reports and the Risk and Assurance team.
- Support the customer journey and support business areas in the scoping & delivery of enhanced digital connections to the customers and the wider business.
- Develop strong working relationships with senior business stakeholders including Board and Committees in support of the delivery of the Groups business plan, strategic objectives change agenda and or operational excellence.
- Ensure robust change, problem, incident, transition, and configuration management across all services.
- Nurture and develop a positive, outcome driven culture demonstrating a can-do attitude and desire to develop our talent both on an individual and collective department level.

**Our values**

**Honest & Reliable**  
We are authentic, open and dependable; and we do what we say we'll do.

**Caring**  
We show kindness and consideration to our customers and each other.

**Respectful & Fair**  
We listen to people, and strive for equity and inclusivity in all that we do.

- Keep up to date with the latest technology, providing guidance on technological solutions and how their implementation will meet business and end user needs within a housing sector specific environment through our peers and general technological solutions.
- Develop strong working relationships with key ICT suppliers, to leverage size and influence to the Groups advantage
- Undertake additional duties appropriate to the role and/or grade.

## STRENGTHS

- High level of level of Gravitas able to build successful relationships with internal and external partners and senior stakeholders, up to board and committee level.
- Excellent people management and motivational leadership with a track record of delivering and achieving key targets.
- Excellent communication, analytical and time management skills with high level attention to detail.
- Effective delegation skills
- Confident overseeing application development delivery to meet the business needs for information.
- Understand and can evidence social value and risk/performance management frameworks.
- Strong attention to detail and an ability to extract key messages from complex analysis, and present in plain English as required.
- Able to scope, manage and deliver projects effectively in time and to budget.

## ESSENTIAL REQUIREMENTS

- ✓ Able to think and act strategically to develop practical, innovative, and creative solutions to the management of complex ICT and security issues.
- ✓ Strong stakeholder management skills at Executive and Board level and effective presentational skills
- ✓ Budget forecasting and management
- ✓ Champion collaborative working across multi discipline teams able to inspire and lead from the front.
- ✓ Able to analyse risk and benefit within a fast-paced environment and reassess priorities on a continual basis.
- ✓ Previous experience in an IT Director (delivery focused) or similar IT Leadership type role.
- ✓ Able to think strategically, making a significant contribution to the formulation of policy, processes, and improvements.
- ✓ Coaching and development of Senior Level employees within an IT environment
- ✓ Experience of developing and/or contributing to ICT strategies
- ✓ Experience operating in a senior leadership role.
- ✓ Degree in Computing (or equivalent)

## BENEFICIAL TO THE ROLE

- Experience working at Board level or with senior stakeholders.
- Full UK Driving License & use of a vehicle
- ITIL Certification v2+
- LEAN/Six Sigma
- Prince2 or Project Management Professional (PMP) Certificate
- Experience developing and operating digital services teams.
- Experience of working in a regulated entity
- Able to inspire, lead and embrace change.
- Member British Computer Society (BCS) Chartered Institute for IT

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 YHGTV

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