

REGULATOR OF SOCIAL HOUSING ROLE PROFILE

Role	Head of Digital	Directorate	Finance and Corporate Services
Reports To	AD IT and Digital Services	Section	Digital
Post Reference	tbc	Grade	19

Purpose of the Role

The Head of Digital Services is responsible for the efficient and effective delivery of Digital Services to enable the regulator to deliver its functions and the strategy set by the Board. The Head of Digital Services will also have an information security officer role, working with Executive Group and third-party service providers, to ensure that the regulator complies with all relevant legislation, applicable government guidance and good practice standards in relation to information management, information security, data protection and related areas.

Reporting to the Assistant Director of IT and Digital Services, the role leads on development, implementation and management of the digital and data strategy for the organisation, including the management of the digital services provided by MHCLG; the identification of functional system and equipment requirements and improvements through liaison with stakeholders both internally and externally; management and reporting of the budgeting, procurement and expenditure on Digital Services in line with agreed processes and delegations.

This role will work closely with MHCLG Digital Services Team as the current service provider as well as working alongside other functions across the RSH with other third-party service providers facilitating the regulator to meet its objectives through the full range of its wider functions.

The Head of Digital Services will be expected to champion the ongoing improvement of digital services, providing essential expertise and to be forward looking to future proof the service.

Main Duties and Key Accountabilities

- To consistently work collaboratively and openly with the Regulation Executive Group, Senior Leadership Team and across the organisation to facilitate the achievement of the fundamental objectives of the regulator.
- To lead on the development of a Digital Strategy for the ensuring that the Data and Digital Strategy aligns with and supports the organisation's business strategies.
- To build, influence and maintain the relationship with MHCLG Digital Services to ensure effective alignment and delivery of services in accordance with the Service Level Agreement and specification, and in line with the RSH Digital and Data Strategy.
- To work collaboratively with and across business areas to gain an in depth understanding of business needs from digital provision and to identify options to meet those needs efficiently and securely, aligning tools to business goals.
- To identify the Regulator's requirements for overall system development, devices and other equipment in conjunction with system owners/champions and end users.
- To act as Information Security Officer to support the Deputy Director Finance and Corporate Services to deliver the role of Senior Information Risk Owner, to ensure that the regulator complies with all relevant legislation, applicable government guidance and good practice standards in relation to information management, information security, data protection and related areas.
- To develop and manage business cases to support the delivery of the Regulator's Digital and Data Strategy.
- To support the Head of Finance to prepare financial information including budgeting information in relation to all Digital Services.
- To collaborate across business areas, including finance to procure IT related goods and services which meet business needs.
- To coordinate with the wider business to support delivery to enhance the digital and data services and associated learning and development for staff.
- To work with the Project Management Office to deliver IT/Digital projects in line with the RSH programme management framework.
- To identify areas of operational limitation and develop sustainable procedures, including considering team resource and resilience.
- Ensure the organisation anticipates and adapts to changes in capability needs.
- Be a trusted advisor to colleagues on all matters of digital.

Working Relationships and Contacts

- Regulation staff, including senior internal stakeholders (Executive Group, Senior Leadership Group and Regulation Leadership Team)
- MHCLG digital services team
- Key digital stakeholders from other regulators, wider government and third party stakeholders.
- Third party service providers of digital products/ services
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Core Job Skills

Qualifications

- A degree or equivalent relevant experience.

Recognised technical and project qualifications such as ITIL, Prince 2, Agile, Scrum etc is desirable

Knowledge, skills and experience

Essential

- Experience of working at a senior level in IT/Digital Services.
- A track record of overseeing diverse IT/Digital projects to time and budget delivering a quality outcome, including bespoke development, procurement of Software as a Service (SaaS) and cloud-based systems.
- Experience of working and negotiating with external suppliers and managing supplier/customer relationships to deliver quality digital services.
- Experience of working in a business relationship role, developing in depth knowledge of business processes and building digital services to support these.
- An understanding of the different drivers and needs of users, suppliers and partners.
- A strong understanding of digital products and technologies, their development, usage and application particularly Microsoft Office 365 and Microsoft Azure and power platform products.
- A passion for technology and enthusiasm for researching new technologies with a view to what improvements they can bring.
- Ability to work collaboratively and constructively with cross Regulator and cross government teams at all levels and to take responsibility and proactively demonstrate accountability for own areas of operation.
- Experience with cloud-based software as a service platforms (SAAS), including cloud data management, integration and data platform analytics.
- Experience in delivering effective change and encouraging adoption of new digital tools and processes.
- Experience in building, influencing and maintaining relationships, including those with suppliers and wider government and within delivery of digital projects.
- Management experience and ability to motivate and develop staff.
- Excellent level of written and verbal communication skills.

Desirable

- Excellent understanding of information security issues, best practice and associated legislation, including specific requirements or drivers within a public body.

General Responsibilities

- To adhere to the Regulator's Equality and Diversity and Equal Opportunities policies in all activities and to actively promote equality of opportunity
- To be responsible for own health and safety and that of colleagues and all others in the workplace, in accordance with the Regulator's Health and Safety policies
- To demonstrate the Regulator's core values in all working relationships within the workplace
- To work in accordance with the Regulator's Data Protection Policies and adhere to the Regulator's Freedom of Information policies where appropriate
- To undertake such other duties as may be reasonably expected