

Head of IT & Digital

The Head of IT & Digital is a strategic senior leadership role responsible for leading The Greatham Foundation's technology, digital transformation, cyber security and information management agenda.

As a member of the Senior Leadership Team, you will work collaboratively with colleagues to shape the future direction of the charity, ensuring technology enables and enhances the delivery of our vision, supports sustainable growth, improves operational effectiveness and strengthens outcomes for the people and communities we serve.

The role combines strategic leadership with operational delivery, providing expert advice on technology opportunities, digital innovation, cyber security, data governance and emerging trends, whilst ensuring the charity maintains resilient, secure and cost-effective systems and infrastructure.

You will lead the development and delivery of an ambitious IT and Digital Strategy that supports service delivery, income generation, organisational resilience and long-term sustainability.

Location:	The Estate Office, Greatham, Hartlepool, TS25 2HS
Hours:	35 hours per week
Responsible to:	CEO
Job Purpose:	The Head of IT & Digital is responsible for leading the charity's technology, digital transformation, cyber security, and data strategy. The role ensures that technology supports the charity's mission, service delivery, income generation and operational effectiveness. The postholder will develop and implement digital solutions that improve outcomes for beneficiaries, strengthen organisational resilience, and ensure best value from technology investments.
Salary:	£60,000 – £65,000 (dependent upon experience)
Key requirements:	As a member of the senior leadership team, the Head of IT and Digital will provide both strategic advice on technology opportunities, risks, and innovation; and operational delivery capability; enabling the charity to deliver its objectives in an increasingly digital world.

Key Responsibilities

Strategic Leadership

- Develop, implement and deliver the charity's IT and Digital Strategy aligned to organisational goals.

- Provide strategic leadership on digital innovation, transformation, and technology investment.
- Advise the Senior Leadership Team and Board of Trustees on emerging technologies, digital opportunities and cyber security risks.
- Identify opportunities to improve services, and operational efficiency and organisational resilience through technology.
- Contribute fully as a member of the Senior Leadership Team, supporting organisational decision making and strategic development.

IT Infrastructure and Service Management

- Lead the delivery of secure, reliable, and cost-effective IT services.
- Oversee infrastructure, cloud services, networks, telecommunications, and end-user support.
- Ensure effective business continuity and disaster recovery arrangements maintained and regularly tested .
- Develop and maintain IT policies, procedures, and standards.
- Monitor service performance and implement continual improvements.

Digital Transformation

- Lead digital transformation programmes that improve experiences and outcomes for beneficiaries, residents, staff and volunteers.
- Support the adoption of digital tools that improve collaboration, communication and productivity.
- Drive automation and process improvement initiatives.
- Ensure technology solutions are accessible, inclusive, and user-focused.
- Champion innovation and digital best practice throughout the organisation.

Data, Systems and Information Management

- Lead the procurement, implementation and optimisation of business systems and digital solutions.
- Oversee the management and development of charity systems including care management, property and land, finance and HR.
- Promote effective data governance and data quality standards.
- Develop reporting and data analytics capabilities to support decision-making.
- Ensure information assets are managed, protected and utilised effectively.

Cyber Security and Compliance

- Lead the charity's cyber security strategy and risk management framework.
- Ensure compliance with GDPR, Data Protection legislation, and regulatory requirements.
- Oversee cyber security awareness and training programmes for staff and volunteers.
- Manage incident response procedures and security controls.
- Maintain compliance with relevant standards and best practice frameworks.

Leadership

- Work as part of the leadership team to foster a culture of continuous improvement, collaboration, and customer focus.
- Support and lead organisational change initiatives and digital adoption programmes.
- Deputise for other members of the leadership team as required to support the needs of the charity.

Stakeholder Engagement

- Build strong working relationships across the charity.
- Engage positively with beneficiaries, Trustees, leadership teams, external partners, suppliers, and funding bodies.
- Communicate technical information clearly to non-technical audiences.
- Support organisational change and digital adoption.

Financial and Supplier Management

- Develop and manage the IT and Digital budget.
- Ensure value for money and effective procurement of technology solutions and services.
- Manage contracts, suppliers, and technology partners.
- Prepare business cases and funding proposals for technology investment.
- Seek opportunities to secure external funding to support delivery of the IT and Digital strategy.

Other

- To always maintain the highest standards of organisational and customer confidentiality
- To demonstrate a commitment towards your own continuous personal development
- To implement The Greatham Foundation policies on Health and Safety, Data Protection and Equal Opportunities always
- To undertake any other duties and responsibilities as may be reasonably required within the scope of the post

Key Performance Indicators

- Successful delivery of the IT and Digital Strategy.
- High levels of system availability and service performance.
- Improved cyber security compliance and reduction of security risks.
- Successful delivery of digital projects.
- Positive user satisfaction and digital adoption measures.
- Effective budget management and demonstrable value for money.
- Improvements in digital adoption and organisational efficiency.

Head of IT & Digital

Factor	Essential	Desirable
Qualifications	Degree level qualification in Information Technology, Computer Science, Digital Technology, Business Systems or a related discipline, or equivalent relevant experience	Professional qualification or certification in a relevant discipline
Experience	Significant experience operating in a senior IT, Digital or Technology leadership role with strategic and operational responsibilities. Experience developing and delivering digital transformation strategies and programmes that improve organisational performance and customer outcomes. Experience leading technology services including infrastructure, cloud solutions, business systems and end-user support. Experience managing Microsoft 365 environments including licensing, governance, security and user administration Experience of cyber security, risk management, business continuity and compliance. Experience of data protection compliance and implementing appropriate technical and organisational controls. Experience developing, implementing and enforcing IT and information governance policies and procedures. Experience managing budgets, procurement, and supplier relationships. Experience presenting to senior leaders, trustees, or boards. Experience leading organisational change and supporting staff through technology adoption	Experience of data management, including various database technologies such as Oracle, Microsoft SQL Server, MySQL, Postgres. Experience working within the charity, non-profit, public, or voluntary sector. Knowledge of grant-funded technology projects. Experience of co-production and working with beneficiaries.

Knowledge/ Skills/Abilities	Strong strategic leadership skills with the ability to align technology investment to organisational priorities Knowledge of and experience in certifying to standards including PCI DSS, NHS DSPT, Cyber Essentials Plus. A broad knowledge of technology, including infrastructure operating systems, mobile devices and application support including CRM, finance, ERP and other application suites. ITIL service management framework knowledge and experience in order to put systems in place to manage incidents, problems, work request and change requests. Excellent stakeholder management and influencing skills. Strong understanding of Microsoft 365, cloud technologies, and digital workplace solutions. Knowledge of cyber security principles and information governance. Project and programme management expertise. Strong financial and commercial awareness. Excellent communication and presentation skills. Analytical thinking and problem-solving ability. Commitment to equality, diversity, inclusion, and accessibility.	Knowledge of emerging technologies including AI, automation and data analytics and their application within the charity sector. Knowledge of fundraising technologies and digital income generation opportunities
Other (eg attitude, interests etc.)	Demonstrate commitment to the charity's mission and values. Act with integrity, professionalism and accountability. Collaborative and approachable	

	leadership style with the ability to build strong relationships across the charity. Promote inclusion, accessibility, and equality. Encourage innovation and continuous improvement. Remain focused on delivering positive outcomes for beneficiaries. Committed, enthusiastic, reliable Open minded and non-judgmental Willing to undertake further training relevant to the post Ability to keep calm under pressure Enhanced Disclosure from the Disclosure and Barring Service. Valid current clean UK driving license and business insurance. Use of own vehicle for travel.	
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