



Livingston James



POSITION PROFILE

Director of IT & Digital



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Thank you very much for your interest in becoming our new Director of IT & Digital.

Underpinning everything we do is our ambition to ensure the children we work with have an equal chance regardless of their start in life. We will work relentlessly to ensure that the United Nations Convention on the Rights of the Child is fully embedded in law and is visible across our organisation and obvious in what we do and how we work with children, young people and their families.

With ambitious growth plans, including a 20% increase in revenue by 2025, we acknowledge that, as an organisation, we need to be nimbler and embrace change and innovation. Our new Director of IT and Digital will have a critical role to play in leading the organisation's ongoing transformational journey working collaboratively with colleagues across the organisation to deliver operational efficiencies and enable the growth of our services to support more children and families earlier.

As our new Director of IT & Digital you will develop our overall technology capacity and capability, and be responsible for successfully leading, directing & implementing the digital strategies required to allow Aberlour to continue to deliver high quality, efficient and effective services with a focus on our mission and the people we serve.

Our people are Aberlour's biggest asset, and our most precious resource, and we want to champion employment and volunteering relationships that are transparent, mutually supportive and meaningful. Ultimately this will ensure we deliver against our ambition for Aberlour to be the best employer that we can be and somewhere people choose to work and stay.

If you would relish the opportunity to join an ambitious and values-based organisation focused on beating both poverty and discrimination, we would love to hear from you.



Sally-Ann Kelly
Chief Executive



From its origins of a home for “motherless bairns” opened on 4th March 1875, Aberlour Child Care Trust (“Aberlour”) has grown significantly and currently supports disadvantaged Children, young people and families to have a brighter future throughout Scotland.

Our mission is to be brave for children and families. We work together to beat poverty, disadvantage and discrimination, providing support at the earliest opportunity. Giving children an equal chance, and the best possible start in life is at the heart of everything we do.

Our current priorities include:

- Supporting children and young people and their families earlier
- Providing high-quality care and support in our children’s houses and our foster care within a loving, homely environment where children and young people have a genuine sense of belonging and connection
- Supporting children and families affected by disability to live life to the full, free of discrimination
- Offering compassionate support to families affected by domestic abuse and substance misuse in their efforts to recover from trauma
- Offering young people support to regain control of their lives through building trusting and respectful relationships with their families

We have four core values which guide all of our activities:

Respect: We care about one another’s feelings and opinions. As an organisation that stands up for every child’s right to thrive, a culture of respect is inherent in our work.

Integrity: We recognise that to represent the concerns of Scotland’s children and families fully, we may have to take difficult decisions. We strive to always act with integrity.

Innovative: We are committed to improving how we help Scotland’s most disadvantaged children and families earlier and faster. We know that they are experts in their own lives and can help us become the best possible innovators. We use this expertise to drive our ideas and our thinking.

Challenging: We challenge ourselves to be the best we can be and we listen carefully to children and families about their experiences. Externally we use our campaigning voice to strengthen policies that promote equal opportunity and equality. We make sure the voices of children and families are heard.

More information on the organisation could be found at: www.aberlour.org.uk.



Job Title:	Director of IT & Digital
Location:	Hybrid Working - Offices based in Glasgow & Stirling
Reports to:	Chief Executive

As a strategic and operational delivery focused technology Leader you will lead, manage and develop the IT and Digital Strategy inclusive of a Data Strategy to support the delivery of Aberlour's aims and objectives.

Key Priorities for the role include:

- Drive innovation and lead on the delivery of the ongoing and organisational-wide transformation programme
- Lead, working collaboratively with colleagues, the selection and implementation of a new HR, L&D and Payroll System (to be embedded no later than June 2024)
- Drive business excellence and digital transformation across the organisation and ensure the IT and Digital function is viewed as an "enabler", adding value to the wider business, identifying opportunities for greater automation and directly supporting the delivery of key strategic priorities
- Working in partnership with teams and colleagues, across the organisation to support user needs, ensuring all systems work together to the benefit of all stakeholders
- Work closely with the Chief Executive, Senior Leadership Team and Board to deliver key organisational change and continuous improvement programmes, including IT and Digital systems and processes
- As part of the Senior Leadership Team, directly contribute, influence and inform the corporate strategic decision-making and planning processes and ensure the continued sustainability and development of Aberlour
- Help to maintain a culture of shared responsibility and individual accountability at all levels in line with Aberlour's four core values

Duties and Responsibilities:

- Lead, support and develop the IT & Digital team (seven staff) ensuring that we have the right skills and capabilities in place to effectively support both the current and future needs of the organisation
- Oversee the continued development and delivery of the organisation's IT and Digital strategy which supports growth, improvements to front line activities and support for our children, young people and families while offering value for money
- Ensure that the IT and Digital Strategy and all IT and Digital activities meet legislative, regulatory and best practice requirements
- Oversee the appropriate support for Aberlour's IT users. This includes providing a helpdesk service and analysing need, in the organisation
- Specify, design, project manage and ensure the installation and configuration of new IT Infrastructure and systems



- Create integrated digital solutions, embedding new ways of working into existing operations and building and upskilling the workforce to ensure effective transition
- Management and continuous improvement of the organisation's systems infrastructure including information security, application support/helpdesk, IT business continuity, and management of IT supplier relationships
- Develop and provide relevant and bespoke business and management information reporting to support both the strategic and operational decision making
- Ensure availability of all internal IT facilities and databases (Case Management, HR, Finance and Fundraising) requiring a very high level of integrity and confidentiality
- Maintain the IT Business Continuity and Disaster Recovery plans and ensure they are up-to-date, robust and maintained
- Engage effectively with all other functional teams to ensure both a comprehensive IT strategy that benefits the entire organisation and to support operational teams, as appropriate, in the implementation of the strategy
- Support the Infrastructure manager to liaise with a range of IT suppliers and consultants, negotiating best prices and most appropriate products and support
- Attend all board meetings as well as the Transforming Together and Improvement, Audit & Risk Committees
- Work in partnership with SLT colleagues to contribute to the sustainability of the organisation
- Represent the organisation externally, developing and maintaining relationships with a diverse range of stakeholders across the voluntary, public and private sectors



A highly visible and hands on IT Leader and an agent for transformation and change, you will be a continuous promoter of Aberlour's values. Candidates should also possess an understanding of the challenges associated with developing IT plans to meet the strategic and operational needs of Aberlour in the context of a changing external environment, exacerbated by the fast pace at which technology changes.

Skills, Experience and Knowledge:

- A proven track record in delivering an effective IT infrastructure and customer-focused application support function within a voluntary, private or public sector organisation
- A strong understanding of cloud computing technologies and experience managing cloud-based data & systems
- Direct involvement in delivering complex technical projects in a Windows Network environment
- A good understanding and relevant exposure to Microsoft Dynamics 365
- Experience of developing and implementing IT & Digital strategies, including involvement in preparing business cases and experience managing budgets
- Previous experience of managing complex technology projects and business change delivery including both the influencing and supporting of others to embrace change
- Direct involvement building highly positive and constructive working relationships with a diverse range of stakeholders
- The ability to lead stakeholders in defining their transformation journey and demonstrated experience managing and delivering major technology and business transformation programmes while maintaining business outputs
- Excellent people management skills including the ability to coach and direct staff to achieve results
- Strong communication and customer service skills coupled with the ability to present technical information to all levels of staff
- The ability to work effectively under pressure and handle multiple tasks

Personal Attributes:

- People focused; coaching, engaging and motivating staff to deliver a high performance
- Excellent stakeholder management skills
- Excellent problem solving and analytical skills
- Strong influencing skills, persuades others; build consensus through give and take; gains cooperation from others to obtain information and accomplish goals
- Demonstrable commitment to Aberlour's mission and values



Remuneration:

Salary:	£65,000 – 68,000
Pension:	Contributory pension scheme Employer contributes 7% rising to 10%
Holidays:	40 days (including bank holidays)

The Recruitment Process:

The recruitment process is being handled by our retained advisors, Livingston James.

Douglas Adam at Livingston James will conduct the first stage interviews prior to discussing candidates with Aberlour at the shortlist meeting.

Interested candidates should provide a CV and covering letter, outlining their interest and suitability, to Douglas Adam at douglasadam@livingstonjames.com.

