



POSITION PROFILE

Head of Technology
& Transformation



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Welcome Note from Janet Haugh, Chief Executive



Dear candidate,

We have been at the forefront of supporting marginalised people and communities since 1824, working alongside children, young people, adults and families across Scotland to further our mission of supporting positive change in people's lives.

Although we are a long-established organisation, our focus is very much on the future. We have ambitious plans to continue to grow our mission as we look forward to our bicentenary in 2024 and beyond.

I joined Ypeople in January 2020, shortly after our new Chair of the Board of Trustees was appointed and just before Covid-19 hit. We are delighted that almost all our services have continued to be delivered during the lockdown and proud that our staff, volunteers and the people we support have adapted and supported one another as everyone adjusts to our changing environment.

Our values have shone ever more brightly during this time. Our respect and compassion for the people we support and our colleagues has been at the forefront of our Covid-19 response, whilst we have also taken time to reflect and learn from these exceptional circumstances. This resulted in us agreeing a short-term plan for the 18 months to March 2022, to ensure we not only recover from the impact of Covid-19, but that we thrive and continue to invest in our services, people and processes, to allow us to lead with confidence and integrity. One of our key priorities was to carry out a strategic review to develop and articulate our clear vision and longer-term plans for the future of the organisation. This is progressing well and we will be launching our new Strategic Plan on 1 April 2022. The creation of the new Head of Technology & Transformation role is a critical part of our future plans.

As our new Head of Technology and Transformation you will build and develop our overall technology capacity and capability, and ultimately be responsible for successfully leading, directing & implementing the technology and business change strategies required to allow Ypeople to continue to deliver high quality, efficient and effective services with a focus on our mission and the people we serve.

If you would relish the opportunity to join an ambitious and values based organisation focused on supporting positive change in people's lives, we would love to hear from you.



Janet Haugh,
Chief Executive, Ypeople



Ypeople has been supporting positive change in people's lives since 1824 and has worked with generations of young people, families, and those in need across Scotland.

Understanding that we all have unique journeys through life, Ypeople puts the experiences of those they support first and firmly believe that listening and working alongside those with lived experience is the best way to deliver the most effective strategies. They also know how vitally important it is to offer a platform to those who so often have their experiences marginalised.

Ypeople's mission is to support positive change in people's lives across Scotland and they currently deliver services in Glasgow, Edinburgh, South Lanarkshire, North Lanarkshire, East Dunbartonshire, Orkney and the Scottish Highlands. Each of these areas are unique as is the support provided in them which takes many forms including; mentoring, tenancy support and housing advice, rent deposits and supported accommodation.

Ypeople's five core values are at the heart of everything they do. Being guided by these values means that positivity, respect, best practice, and celebrating diversity is central to everything they achieve.

- Respect – We treat everyone fairly and value diversity
- Integrity – We are honest, professional and our actions are guided by best practice
- Compassion – We understand people's life journey and show kindness to everyone
- Aspirational – We strive to be the best for our staff, service users and partners
- Reflective – We learn and adapt, embrace change and celebrate success

More information can be found at: <https://www.ypeople.org.uk/>



Respect



Integrity



Compassion



Aspirational



Reflective



The role of Head of Technology and Transformation has been created where IT services have historically been delivered through an external third-party provider. As a strategic Technology Leader you will have the unique opportunity to build and develop Ypeople's overall technology capacity and capability, and ultimately be responsible for successfully leading, directing & implementing the technology and business change strategies required to allow Ypeople to continue to deliver high quality, efficient and effective services with a focus on their mission and the people they serve.

As a highly visible Technology Leader and agent for transformation and change, who is a continuous promoter of Ypeople values, the Head of Technology and Transformation is also responsible for providing strategic direction and coaching and leading direct reports and peers through the journey of both technology and business transformation, ensuring the achievement of agreed strategic objectives and financial targets.

This role presents a fantastic opportunity to digitally transform Ypeople to create and lead the technology vision, through innovative work practices and a collaborative approach.

NB: As an organisation Ypeople embrace agile working and whilst their headquarters are in Glasgow, there is not a requirement that the successful candidate would need to be based full time in Glasgow.

Key Responsibilities:

Strategy:

- Lead, develop and implement the digital transformation strategy for the organisation
- Manage sourcing, implementation and development of ICT solutions, ensuring systems are streamlined and interlinked to provide maximum efficiency and benefit
- Develop, implement and maintain the ICT Strategies, ensuring that all infrastructure is in place and functioning at the highest level, supporting the digital communications and core functions
- Create integrated digital solutions, embed new ways of working into existing operations and upskill the workforce to ensure effective transition
- Deliver the annual ICT operational and capital budgets and manage this budget throughout the year, ensuring best value
- Engage with people we support to develop and implement digital solutions that enhance user experience and improve efficiency
- Contribute to the development and delivery of the organisational strategy; lead, develop and implement the strategic priorities for the function, ensuring alignment and integration with the organisational strategy and plans
- Work effectively with Executive colleagues and other members of the leadership team to ensure the successful implementation of the organisation's strategy
- Ensure appropriate presentation and reporting to the CEO and Leadership team on progress and responsibilities against strategic goals and financial targets



- Support the CEO, and other Leadership team members, in the continued engagement and involvement of staff and volunteers

Delivery:

- Drive innovation and lead on the planning and delivery of the transformation programme to ensure our services meet the needs of the people and communities we serve
- Deliver excellent technology and business solutions that meet the needs of the organisation
- Lead the development of technology and property standards, governance processes and performance metrics to ensure the function delivers value

Governance:

- Ensure information security is managed to mitigate risks and actively promote IT security and data integrity
- Lead the development of good information management and data handling policies and practices to ensure compliance with Data Protection and all legal & regulatory obligations





Knowledge/Skills and Experience:

Essential:

- Extensive experience of managing Technology and Change teams
- Proven track record of innovative ICT solution provision and implementation
- Experience of developing and implementing ICT strategies, including experience of budgeting and managing budgets
- Previous experience of managing complex ICT projects and business change delivery
- Excellent communication skills and ability to work with people at all levels
- The ability to lead stakeholders in defining their digital transformation journey and demonstrated experience managing and delivering major technology and business transformation programmes while maintaining business outputs
- Able to manage multiple competing agendas, demonstrable commercial competency and judgement and proven excellent presentation skills
- Able to plan, prioritise and deliver to tight timescales, coupled with a strong vision for the future and instil confidence in its delivery

Personal Attributes:

- Role models leadership behaviours and treats others with dignity and respect
- People focused; coaching, engaging and motivating managers and teams to deliver a high performance
- Commercially focused, delivering creative solutions to organisational issues that deliver value for the organisation
- Demonstrates resilience; manages personal effectiveness by managing emotions in the face of setbacks or when dealing with provocative situations
- Excellent stakeholder management skills
- Excellent problem solving and analytical skills
- Excellent communication skills with the ability to deliver key messages with credibility
- Strong influencing skills, persuades others; build consensus through give and take; gains cooperation from others to obtain information and accomplish goals
- Excellent people management skills to motivate, coach and engage teams to deliver high performance in a challenging and dynamic environment
- Excellent judgement, tactical awareness and decision-making skills



Salary:	c. £55k
Pension:	10% employer contribution
Holidays:	30 Days year 1 and rising to 40 days year 2 inclusive of public holidays

The Recruitment Process

For more information, interested candidates should contact Atif Hussain at Hamilton Forth.

Interested candidates should provide a tailored CV and covering letter, explaining your motivation for applying, to atifhussain@hamiltonforth.com.

