

Job Description

Post: Chief Technology Officer (CTO)

Location: Olympus House
Hours: 37.5 hours per week
Accountable to: Chief Executive (CE)
DBS status: This role requires a basic DBS disclosure
Grade: Director
Direct Reports: Head of IS

1. Key Purpose

Brandon Trust ('Brandon') is a charity that exists to support and enable people with learning disabilities and autism to live the lives they choose.

The role of Brandon's CTO is to ensure inspirational and values-driven leadership and management of the technology, digital, IT and cyber function to ensure:

- a. Technology and digital supports the drive to modernise Brandon;
- b. Delivery of a fit for purpose IT service responsive to user needs;
- c. Digital and IT skills are developed and maintained across all users;
- d. Brandon has an integrated cyber strategy across systems, data and users;
- e. Brandon collaborates with other care providers and key suppliers to enhance our digital outcomes;
- f. Continuous improvement and value for money in decisions supporting change and growth in Brandon; and
- g. Brandon values are enhanced by their actions and behaviour.

2. Key Responsibilities

- Lead development of Brandon's digital strategy in support of the overall strategic aims to drive benefit through use of available systems and technology.
- Lead the development and execution of Brandon's Cyber Strategy aligned and compliant with good industry practice, ensuring cyber risks are identified, mitigated and governed.

- Develop a culture and enhancement of skills for Brandon staff that ensures digital, cyber and technology change is engaged with users from the outset; supported by the operations director and communications.
- Directly manage senior IT staff, supporting the shaping, development of team structures and talent management to ensure staff have progression opportunities and to allow for effective succession planning.
- Provide leadership to the IT team and Brandon's technology suppliers, ensuring good practice, value for money and high-quality, service-focused business outcomes with a strong user focus.
- Understand technology market and sector trends and assist the CE in developing strategies to maximise Brandon's strengths and minimise business risk.
- Identify technology that will both modernise and sustain existing systems; translating these into a delivery programme.
- Own and deliver the digital systems programme, and the associated enablers of network connectivity, IT infrastructure, cloud and user adoption; whilst ensuring resilience, service continuity and the security of Brandon information & systems.
- Provide strategic advice on technology advancements, identifying new and emerging technologies and products based on assessing their relevance and potential value to Brandon and the people we care for.
- Positively influence the service standards provided by both the internal IT team and third parties in relation to technology solutions, ensuring the approach to IT support is matched to the technology.

3. Governance and Executive Leadership

- Provide inspiring, energetic and visible leadership to Brandon as a whole, in accordance with our vision and values.
- Work with the CE to contribute to and provide effective leadership in the development and delivery of organisational strategy, business plans and operational plans for digital systems.
- Support the CE in developing a productive relationship on digital systems and cybersecurity matters. Work with the chair of the Systems Development Committee and CE in the development of strategy and implementation plans for the instigation of digital systems and cyber security helping shape the business strategy where appropriate.
- Develop strong and effective working relationships with the Executive Leadership Team (ELT) and the Wider Leadership Team (WLT) – supporting collaborative working and ensuring that all of Brandon's available expertise is leveraged.
- Build and maintain successful teams through effective management, supervision and development of staff and external subject matter experts. Monitor and appraise their performance, providing them with advice and guidance with the aim of gaining maximum output and satisfaction for team members through effective performance management and team development.
- Contribute to the development, of Brandon's long-term financial and

commercial strategy.

- Work with the ELT to support Brandon's business planning and annual budget setting processes.
- Support the communication of the organisation's vision and strategic direction, ensuring it is used as a basis to inform key decisions.
- Support the enhancement of Brandon's profile and influence through strong relationships with peer organisations, suppliers and other key stakeholders.
- Manage the development of robust system business cases that balance the business outcomes with value for money technology solutions; ensuring Brandon adopts affordable solutions that deliver longer-term aims.
- Be a trusted adviser to the Brandon Board.

4. Good Practice Controls, Policies, Assurance and Cyber

- Assume responsibility for Brandon's digital, cyber and IT policies, processes and procedures. Ensure that these policies are communicated across Brandon and where appropriate the supply chain and that training is provided where needed
- Develop an effective relationship with the National Cyber Security Centre and NHS Digital on cyber and digital matters. Ensure currency in the practical interpretation in digital and cyber regulations and compliance in our commercial arrangements.
- Determine internal audit priorities for digital and cyber linked to actions arising from any IT health checks, corporate risks and cyber good practice e.g. cyber essentials.
- Regularly review and update all-digital, cyber and IT policies, processes and procedures.
- Monitor and manage budgets and commitments for the cost centres you are accountable for, including regular planning and reviews.
- Develop performance reporting for your area of responsibility including, as appropriate, best practice dashboards, scorecards and KPIs and incorporate these into the overall organisation reporting.

5. Growth, Change and Continuous Improvement

- In the area of digital, technology and cyber promote good commercial practice and decision-making throughout Brandon.
- Collaborate with the Operations Director and area teams in support of all forms of new business, ensuring they have timely inputs on technology and cyber across the lifecycle.
- Support due diligence activity on major new business opportunities, potential commercial partnerships, joint ventures and/or acquisitions.
- Be an advocate for technology led modernisation and minimising risks arising from technical obsolescence.

6. General

- Maintain appropriate levels of confidentiality.
- Ensure that all staff, trustees, people we support, their friends and family and external stakeholders are respected and valued.
- Uphold Brandon's commitment to equality and diversity.
- Ensure that personal working practices comply with Brandon's policies, procedures and values.
- Undertake any reasonable travelling requirements, in order to fulfil the tasks and responsibilities of the role.
- Undertake any other duties as may be required by the Chief Executive and the Board commensurate with the responsibilities of the post.

7. Key Relationships

- Chief Executive
- Executive Leadership Team
- Direct reports
- Central Finance Team
- The Brandon Board of Trustees
- Systems Development Committee Chair
- Wider Leadership Team
- Commissioners / purchasers
- Brandon IT users
- IT partners and suppliers
- GDPR Officer

8. Brandon Values and Behaviours

Brandon values and behaviours underpin all our activities. All employees are expected to demonstrate and promote these values and behaviours in their work.

9. Safeguarding

All employees have a duty to take appropriate and immediate action to:

- ensure people with learning disabilities are safeguarded from abuse; and
- report any instances of alleged abuse which you witness or become aware of.

10. Confidentiality and Data Protection

All staff are required to comply with our policies regarding confidentiality and data protection.

11. Diversity

Brandon is committed to its diversity policy and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

12. Health and Safety

The Health and Safety at Work Act 1974 placed a legal duty on employees to:

- take reasonable care of themselves and others who may be affected by their acts or omissions; and
- to co-operate with their employer.

The Management of Health and Safety Regulations 1999 increased these duties to include:

- to use equipment and materials in accordance with instruction and training provided by the employer; and
- to report serious dangers or potential risks observed to the employer.

The Management of Health and Safety Regulations also require employees to be 'competent' when carrying out the tasks required by the employer. If you do not feel competent to carry out any task required of you, please discuss this with your line manager, the Learning and Development Manager or the Health and Safety Manager.

13. General

This job description is not an exhaustive list of duties but is intended to give a general indication of the range of work undertaken. It will vary from time to time in the light of changing demands and priorities of Brandon. Major changes in the range of work undertaken will only be carried out after consultation with the job holder.

Brandon values and behaviours



- Take a person-centred approach
- Help people to make choices
- Bring out the best in people
- Respect people's differences
- Friendly, kind, and compassionate



- Ask questions
- Take a coaching approach
- Show resilience
- Plan effectively
- Set high standards



- Take considered risks
- Make things happen
- Try new things
- Push for change
- Have a 'can-do' attitude



- Connect people
- Make links to improve things
- Can work with all types of people
- Can spot opportunities for growth
- A team player



- Flexible and creative
- Use imaginative ideas to solve problems
- Can bring new perspectives
- Think outside the box

Brandon leadership behaviours



PERSON SPECIFICATION:

Job title: Chief Technology Officer (CTO)

ESSENTIAL	DESIRABLE
Qualifications	
Educated to degree level or able to demonstrate equivalent capacity at interview. Full driving licence	<ul style="list-style-type: none"> • Technology, engineering or science degree – ideally at Masters level • Relevant professional qualification/s • Programme/project Management
Experience	
<ul style="list-style-type: none"> • Director/Partner level experience • Strong track record of performance and success • Strong and successful track record of digital technology change • Effective leadership and ability to set strategic direction in a way that inspires confidence, commitment and encourages ideas and innovation from others • Experience and proven track record of managing IT support functions to a high standard • Demonstrable experience of leading, considering and developing technology projects for organisations with >1,000 employees • Proven track record of providing effective technology and business leadership, advice and support to a Chief Executive, Directors and a Board • Experience of leading the development, scoping and implementation of efficient management information and KPI tracking and reporting systems for IT services • Experience of building high performing teams in an enabling culture • Experience of networking and influencing at a senior level across sectors • Experience of working across a complex IT supply chain and driving value from partnering with key suppliers • Establishing and sustaining security / cyber policies, processes and procedures 	Commercial experience using public procurement regulations Experience and proven track record of developing and managing technology budgets in excess of £1 million

Skills / Personal Attributes

- Able to demonstrate Brandon's leadership behaviours *inspires trust, leads by example, communicates well, makes things happen, enables development, promotes well-being.*
- Excellent leadership and management skills with experience of motivating and developing staff to use initiative and achieve ambitious targets
- Strong analytical and proven IT skills
- Ability to work independently and as part of a cohesive senior leadership team
- Ability to be a strong and credible spokesperson for the organisation
- Exceptional presentation and communication skills
- Decisive and incisive with strong critical evaluation skills
- Political acumen
- Ability to manage competing demands and manage workload effectively
- Continuous improvement and resilience
- Collegiate working style with well-formed networking skills
- Flexible attitude and willingness occasionally to travel, work unsocial hours and additional unpaid hours in line with the seniority of the role
- Demonstrable commitment to Brandon's values and purpose
- High degree of integrity, honesty and trustworthiness
- A positive approach towards working with people with learning disabilities

Brandon CTO organisation as at March 2020

