

**Job Description: Chief Technology Officer (CTO)**

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| **Responsible to** | Director for Group Services  |
| **Salary** | 81,750 – 90,000 (pro rata to hours), dependent on experience |
| **Hours** | 17.5 |
| **Job Family and Level**  | Professional other  |
| **Annual Leave** | 25 days pro rata to hours (rising to 30 days after 5 years) |
| **Based** | Manchester, with option to work agile from Big Life sites and from home. |

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| Main Aims of the Post |
| Main responsibilities are to: * Review and deliver The Big Life group’s 5-year technology strategy aligned to the group’s business plan, ensuring the group’s infrastructure, data, systems and applications are fit for purpose.
* Lead and mentor the Technology team (including but not limited to IT Infrastructure, Security, Applications and Development), ensuring a culture of collaboration, innovation and learning.
* Develop a service culture of continuous improvement using an ITIL value-based approach.
* Ensure the technology infrastructure is secure and complies with regulatory standards, that any risks are identified and mitigated.
* Ensure governance of technology to enhance decision making.
* Ensure that technology related projects are delivered on time, that change is managed and the business benefits intended are achieved.
* Support The Big Life group to stay at the forefront of technological advancements.
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| Main duties |
| **1** | To work as a senior manager, taking management responsibility for the delivery of the group’s technology team (IT Infrastructure and Applications and Development), ensuring that all targets are met or exceeded. |
| **2.** | Define and deliver a comprehensive technology strategy aligned to the group’s vision and strategic objectives. |
| **3.**  | Establish robust IT governance frameworks to enhance decision-making, stakeholder engagement, and effective project and change management.  |
| **4.** | Work with Technology teams to manage BAU activities, identify lessons learnt from root cause analysis for continuous IT service improvement. |
| **5.** | Use ITIL value-based practices to define an IT service catalogue of Technology services aligned to business needs. |
| **6.** | Oversee the development of a secure, scalable, and resilient IT infrastructure which maximises data protection and cyber security, demonstrated through recognised security standards and regulatory requirements. |
| **7.** | To foster a culture of innovation and continuous improvement, supporting the group to adopt new technologies. |
| **8.** | To provide quarterly KPI reports to Directors, boards and committees as necessary. |
| **9.** | To evaluate, negotiate and manage relationships with technology partners/vendors. |
| **10.** | To ensure that all policies and procedures are adhered to across the group. |
| **11.** | To work within, and support staff to work within all Big Life group information security policies. |
| **12.** | To undertake administrative duties relevant to the post. |

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| General Work-Related Expectations |
| **1** | To work within The Big Life group’s values, ethos and vision. |
| **2** | To contribute to the development of The Big Life group. |
| **3** | To work in accordance with all policies and procedures of The Big Life group. |
| **4** | To identify and attend training as required. |
| **5** | To work in accordance with all relevant legislation. |
| **6** | To undergo regular one to one meetings and an annual review. |
| **7** | To undertake any other duties as required, appropriate to the post. |

**Minimum Training required for this post**

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| Course title | Needed for this post | Frequency | Other notes |
| Group induction | ✓ | Once |  |
| Confident Managers | ✓ | Once | Discuss with line manager. |
| Mission and Values | ✓ | Once |  |
| Safeguarding training Adults and Children | ✓ | Every 3 years |  |
| Safeguarding for Managers | ✓ | Every 3 years |  |
| Designated Safeguarding Lead Training | ⬩ |  | Potentially dependant on team size. |
| Health and Safety (external IOSH) | ⬩ | Every 3 years | Potentially dependant on team size. |
| Health and Safety internal/briefing | ✓ | Annual  |  |
| Information Governance | ✓ | Once | Annual refresh. |
| Equality and Diversity  | ✓ | Every 3 years | Updates as legislation changes. |

Attendance at other training courses will need to be discussed with your line manager.

**Person Specification: CTO**

The successful candidate will be able to demonstrate that they meet all the following points.

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|  | **Method of Assessment** |
| **Employment experience**  |
| 1.1 | A minimum or 5 years’ experience as a CTO or technology leader in a complex and dynamic setting, leading IT infrastructure, security and applications and development teams. Experience of the charity/social enterprise sector is preferable. | A, I |
| 1.2 | Experience of shaping and delivering technology strategies and the delivery of associated programmes of work.  | A, I |
| 1.3 | Experience of leading, managing, coaching and developing a team of managers with different expertise including architects and developers. | A, I |
| 1.4 | Experience of supporting organisations to achieve and maintain information security/cyber security standards including, but not limited to ISO27001, Cyber Essentials Plus. | A, I |
| 1.5 | Experience of establishing and maintaining technology governance structures such as Change Advisory Boards.  | A, I |
| 1.4 | Experience of DevOps processes and tools.  | A, I |
| 1.5 | Experience of Agile development methodologies, oversight of technology projects and change management. | A, I |
| **Educational Background/Training**  |
| 2.1 | Degree in IT, computer science or related field is desirable  | A,I |
| **Knowledge**  |
| 3.1 | Knowledge of software development agile and DevOps best practices, systems architecture, IT infrastructure (Azure is preferable) and ITIL best practices. | A, I |
| 3.2 | Knowledge of emerging technologies (including AI and cloud) | A, I,  |
| 3.3 | Knowledge of cyber security landscape and best practice in cyber security. | A, I |
| Skills  |
| 4.1 | Excellent communication and interpersonal skills, with the ability to communicate with technical and non-technical colleagues and stakeholders. | A, I,  |
| 4.2 | Ability to lead in a fast-pace, dynamic environment and manage competing priorities. | A, I |
| 4.2 | Ability to problem solve and think laterally. | A, I,  |
| 4.3 | Ability to work collaboratively with cross functional teams. | A, I |
| 4.3 | Ability to forge and maintain positive relationships with staff, managers and stakeholders internally and externally to the group. | A, I |
| 4.4 | Ability to manage budgets and financial information. | A, I,  |
| 4.5 | Ability to develop teams of staff to create effective and efficient working environments. | A, I |
| **Personal** |
| 5.1 | Passionate about technology and committed to continuous development in the technology sector.  | A,I |
| 5.1 | Problem solving and solution focused. | A, I |
| 5.2 | Personal resilience and flexible attitude in the face of difficulties. | A, I |
| 5.3 | Commitment to working within the Big Life group’s ethos and values, including have a non-judgemental approach. | A, I |
| 5.4 | Commitment to personal development and willingness to regularly update skills and experience. | A, I |

**Key:** A = Application Form, Interview = I, T = Test