



Job description

Post: Head of Digital Services

Responsible to: Director of Strategy & Business Services

Job purpose

The Head of Digital Services is responsible for providing strategic leadership and operational oversight of the SSSC's digital services and technology function. The role ensures the effective development, delivery and continuous improvement of digital services that support the organisation's strategic objectives and provide reliable, secure and user focused services for internal and external stakeholders.

Working to the SSSC Digital Strategy, the postholder will lead systems development, digital support services, infrastructure and cloud hosted platforms, cyber security, automated intelligence and will drive transformational change that delivers efficiencies, resilience and improved service outcomes.

Principal working contacts

- Executive Management Team (EMT)
- Operational Management Team (OMT)
- Council Members
- The social service workforce
- Other public bodies
- Other regulatory bodies across the UK
- Vendors and Suppliers

Main duties

- Lead the development, delivery and ongoing review of the SSSC Digital Strategy, ensuring alignment with the SSSC Strategic Plan and delivery of agreed outcomes and benefits.
- Develop and manage a clear digital and systems roadmap that supports continuous improvement, innovation and organisational resilience.
- Provide strategic direction and expert advice on the development and enhancement of all digital systems across the organisation.
- Provide leadership and oversight of systems development, digital support services and technical infrastructure, ensuring services are reliable, secure, scalable and fit for purpose.
- Oversee the maintenance, enhancement and continuous improvement of all SSSC digital platforms, working collaboratively with OMT and other stakeholders.
- Provide assurance through regular reports and presentations on digital delivery, performance, cyber security and risk to the Digital Programme Board, Digital Sponsor Group, EMT Council and committees.
- Maintain an operational risk register for digital services, ensuring risks are identified, controlled, monitored and escalated appropriately.
- Lead on maintaining the highest standards of cyber security, data protection and information governance, ensuring compliance with relevant legislation, regulation and sector best practice.
- Lead business continuity and disaster recovery planning for digital services, ensuring plans are robust, up to date and deliverable.
- Ensure accurate and up-to-date digital services documentation and records are maintained to support day to day operations, audits, disaster recovery and business continuity.
- Identify and evaluate opportunities to improve organisational performance through the effective use of technology.
- Lead digital change and improvement initiatives, ensuring solutions are user focused, value for money and aligned with organisational priorities.
- Maintain up-to-date knowledge of developments in the digital marketplace and relevant sectors, using this insight to inform future strategic direction.
- Lead and oversee the delivery of digital projects, ensuring they are appropriately scoped, governed and delivered to agreed standards, timescales and budgets.

- Provide expert project and programme management advice to EMT and the Digital Programme Board, including horizon scanning and early identification of delivery risks.
- Research and develop innovative solutions, policies and initiatives to deal with emerging digital issues and developments, including the provision of regular and special reports and advice to EMT and Council which will support delivery of the strategic plan.
- Build and maintain strong relationships with Council, EMT, OMT and managers to ensure digital services effectively support business needs.
- Undertake digital procurement exercises in line with Scottish Procurement regulations. Manage relationships with external suppliers and partners, ensuring contracts and service levels deliver value for money and align with strategic priorities.
- Ensure vendors are performing as required and deal with any performance or contract issues if they arise, escalating to senior executive if required and working with Legal and Corporate Governance colleagues on contract breaches as necessary.
- Lead, manage and support the Systems Development Manager and Digital Support Services team, ensuring high professional standards and performance.
- Develop and coach staff through effective supervision, performance development reviews and personal development planning.
- Manage departmental capacity and resources, ensuring staffing levels and skills are sufficient to deliver priorities and adjusting resources where required.
- Participate and contribute to specialist groups via OMT (e.g. Digital Programme Board, EDIG, People Board) that support the work of the SSSC.
- Manage the allocated budget and activities, ensuring adherence to best value principles and Financial Regulations. Proactively manage suppliers and services and associated contracts.
- Stay updated on digital legislation and government policies affecting the SSSC, sharing knowledge across the directorate to ensure continuous improvement in services and solutions.
- Represent the SSSC at events, meetings, and seminars, liaising with key partners including Scottish and UK governments to share learning and knowledge.
- Work with Scottish Government, other public bodies and other workforce regulators to delivery collaborative projects and improvement across the joint digital landscape.

Other duties

The SSSC is a developing organisation, and this job profile reflects the requirements of the role at the time of writing. Duties may evolve over time in line with organisational needs.

This is not a contractual document. The postholder is required to carry out any other reasonable duties consistent with the purpose of the role.

The postholder must carry out their duties in accordance with Health and Safety policies, procedures and legislative requirements, taking reasonable care for their own safety and that of others.