

Person specification

Head of Digital Services

ATTRIBUTES	ESSENTIAL	DESIRABLE
Education and qualifications	<ul style="list-style-type: none"> • Educated to SCQF level 9 in IT, ICT, Digital or similar. • Project management qualification or similar. 	<ul style="list-style-type: none"> • Active membership of appropriate professional bodies. • Leadership qualification
Experience and knowledge	<ul style="list-style-type: none"> • Significant senior-level experience of providing strategic leadership for digital, ICT or technology services within a complex organisation, with accountability for service performance, risk and continuous improvement. • Knowledge of emerging digital and technology trends, including intelligence automation, data-driven decision making and innovation, and how these can be applied to improve organisational performance and services. • Substantial experience of leading and delivering large-scale digital, ICT or systems development programmes and projects, ensuring delivery to agreed scope, timescales, budgets and quality standards. • Experience of leading and managing multidisciplinary digital or technology teams, creating a high-performing, collaborative and user focused culture. • Experience of software development methodologies and approaches. 	<ul style="list-style-type: none"> • Experience of leading digital services within a Scottish public sector or regulatory environment, with an understanding of public accountability, governance and assurance requirements. • Experience of leading transformational change programmes that embed digital ways of working and organisational change alongside technology delivery.

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Experience and knowledge (continued)	<ul style="list-style-type: none"> • Experience in deploying Microsoft products or services; Dynamics CRM/365, Office 365, Reporting Service and Azure. • Demonstrable experience of managing significant budgets, developing business cases, and ensuring value for money in digital investment and supplier arrangements. • Experience of contract and supplier management, including procurement, negotiation, performance monitoring and governance of third-party service providers. • Expert understanding of digital governance, cyber security, data protection, information governance, business continuity and risk management within a regulated or public sector environment. • Proven ability to operate credibly at executive and board level, providing clear advice, assurance and challenge to senior leaders and governance bodies. • Experience of working collaboratively across organisational boundaries, engaging effectively with internal stakeholders, external partners, suppliers and public sector bodies to deliver shared outcomes. • Significant experience of developing, implementing and managing strategies and plans aligned to key business objectives. • Proven track record at senior level of leading staff within a strategic environment. 	

ATTRIBUTES	ESSENTIAL	DESIRABLE
Skills and abilities	<ul style="list-style-type: none"> • Show a comprehensive awareness of existing and developing technologies and how they can be applied to the business. • Ability to recognise business opportunities and present a clear strategic vision of how technology can be applied to achieve success • Demonstrate ability to influence and negotiate at a strategic level with senior leaders and board members. • Excellent communication and presentational skills and ability to present complex information concisely. • Experience of using data to develop planning scenarios around key staff groups. • Outstanding interpersonal skills and a commitment to excellence in service delivery. • Dynamic approach to engaging and motivating people. • Ability to work confidently and effectively at a senior level. • Able to manage performance against targets. • Able to plan and prioritise own workload as well as the work of the team to achieve targets. 	
Special conditions	<ul style="list-style-type: none"> • The role will require travel to locations throughout Scotland and the rest of the UK and may occasionally require overnight stays. 	