

Position: Head of Digital Services

SALARY: £68-75k depending on experience with occupational pension

HOURS: 37.5 per week

Please apply providing a current CV and letter of support

Due to the nature of this post, the post holder is required to undergo a Disclosure Scotland check. An application will need to be made to Disclosure Scotland and deemed satisfactory by the Hospice before the applicant can commence employment. A joint application will be made which the Hospice will pay for.

JOB DESCRIPTION

1. JOB IDENTIFICATION:

Job Title: Head of Digital Services

Responsible to: Chief Executive

Job Reference: SCH/FIN/001

No of Job Holders: 1

Last Update: June 2025

About us

St Columba's Hospice Care has provided hospice and end of life care for people with incurable illnesses and their families for almost 50 years and is well known across the whole of Lothian. Our services are delivered in our building in North Edinburgh, by our community team across Lothian, and through our virtual and online services.

Our focus is on helping the people and families we support make the very best of the time they have together, no matter how short that may be. Our team work hard to ensure our services are person-centred and catered to the individual needs of those we support.

Hospices are key partners to the wider health and care system across Scotland, supporting around 22,000 patients a year, providing essential public services that keep people out of hospital, and providing significant value for money by reducing demand on statutory services.

Our relationships with our donors will remain at the heart of our thinking and strategic ambitions. We therefore remember the vital link between the families who receive our support and the donors who make it possible.

Our communications activity will continue to evolve and develop considering new communication channels and preferences. Investing and embracing digital technology will widen access for many to our services, while creating efficiency in how we work.

Promoting our environmental strategic aims, including transitioning to electric vehicles, reviewing our heat and light provision and engaging our workforce in energy efficient working, will contribute to the national environmental strategy.

Finally, and possibly most important of all, is innovation. The Hospice was built thanks to the innovative and inspired leadership of key individuals. We must embrace and celebrate innovation and build pathways to encourage its development. Testing new ideas, being brave enough to stop poorly performing activities, and embracing and learning from failure are all vital areas of our work. The confidence in our shared leadership approach will harness this energy and contribute to our future strategic plans.

Our Values	
<p>Respect</p> <p>We will ensure that respect is at the heart of our interactions with all who come into contact with the Hospice. Respect and confidentiality will frame all our conversations, no matter how challenging the circumstances. We will treat everyone with respect, ensuring that difference and diversity are accepted unconditionally, as this will help us be open to change.</p>	<p>Care and Compassion</p> <p>We care with compassion for patients, families and carers, for the colleagues and students we work with, and also for the supporters and those who make our work possible. Compassion is integrated into the way we interact with everyone who comes into contact with the Hospice. We strive to attract and recruit staff and volunteers who are committed to working in this way. We care for patients and families through some of the hardest times they may face. This is not always easy, but we endeavour to listen to them and keep their needs and wishes at the centre of all of our considerations. Our care is always person centred.</p>
<p>Partnership</p> <p>We invite and welcome opportunities to work in partnership with groups of organisations who share our values and who believe in the best possible care of anyone living with a life limiting illness. We believe that innovative and collaborative partnerships will help cultivate opportunities for service developments, community engagement, education, research and income generation. We will also invite and encourage opportunities to work with people who are using, or have used, our services in order to shape current and future developments.</p>	<p>Trust</p> <p>We acknowledge that we are all responsible for creating a safe and trusting environment, and that trust is vital to allow our organisation to flourish. Trust will be earned by our actions and is at the heart of the way we interact with each other and with all those connected to the Hospice. We acknowledge that patients, families, staff, students and volunteers put great trust in the Hospice as a place to make the most of their lives, time or skills.</p>

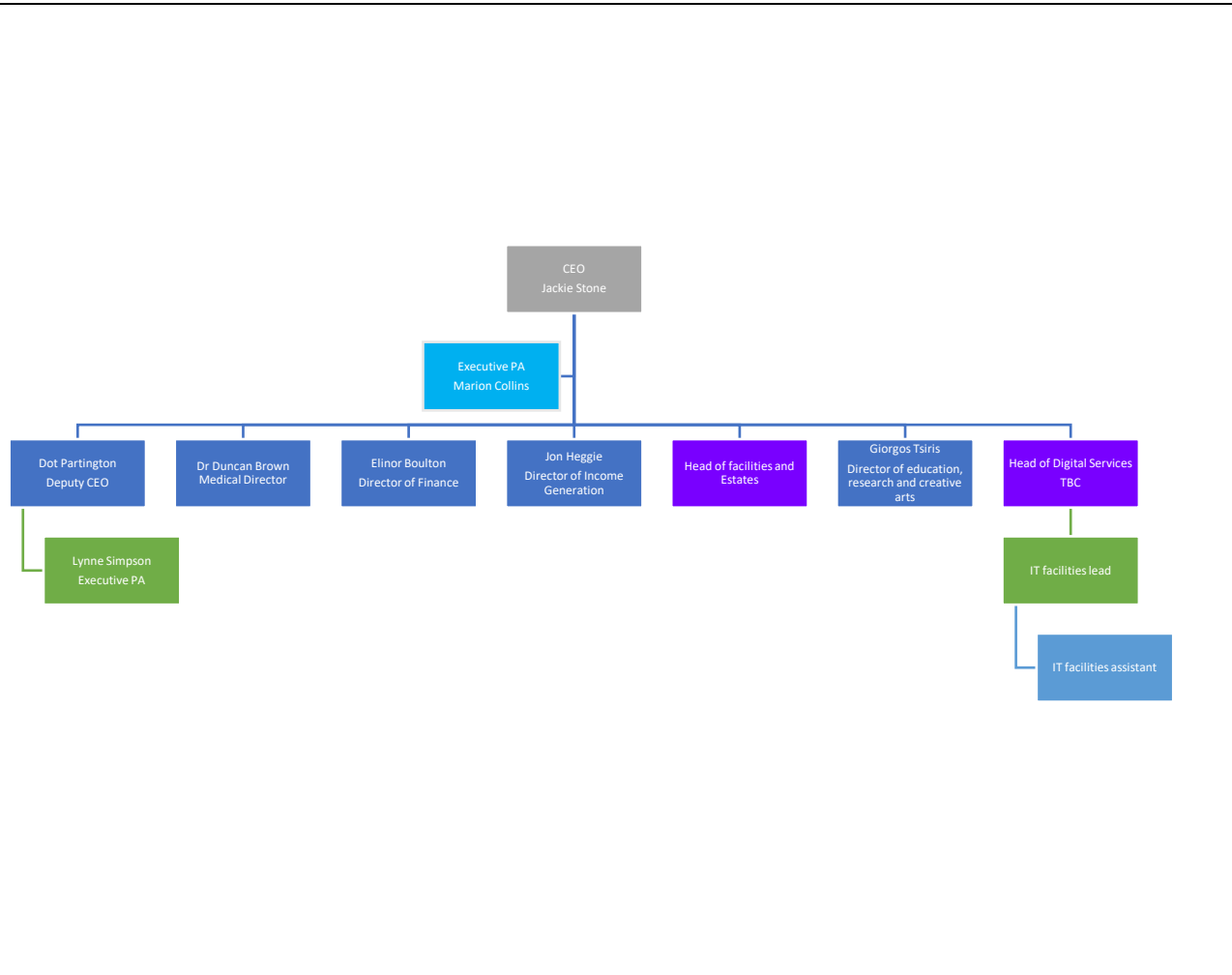
Our shared leadership approach
<p>In October 2022 we launched our new shared leadership approach linking departments with common goals. The main aim of shared leadership is to provide a fresh perspective in leadership in line with the hospice strategy and merging teams with a collective purpose. The underpinning principles include:</p> <ul style="list-style-type: none"> • Enhanced integrated working across common teams with common goals

- Shared leadership within departments by team leads
- Greater communication across all Hospice sectors
- Avoiding duplication of effort and fragmentation of direction
- Improve efficiency of resources

Primary job purpose

To lead and manage the Hospice’s digital strategy, technology infrastructure and digital initiatives including the harnessing the opportunities which arise with AI. The role involves strategic planning, technology adoption, team leadership and ensuring digital programs align with overall business goals. Key responsibilities include developing and implementing digital strategies, managing digital projects and overseeing the technical aspects of digital operations. In addition, the role is responsible for risk management of digital technology, cyber security and network telecoms.

ORGANISATIONAL POSITION



Key responsibilities

Strategic Development

- In collaboration with the CEO and the Senior Leadership team to contribute significantly to the strategic planning process
- Shape, design and lead the IT team to develop, deliver and support a digital environment that enables hospice staff, volunteers, visitors, patients and families to be supported and focused on delivering and receiving service
- From the IT Strategy, devise, introduce and establish a centralised digital change programme ensuring improvement is aligned to the needs of the hospice and delivers measurable business benefits
- Alongside colleagues from across St Columba's Hospice Care, research and carry out feasibility studies to support growth ambitions which include supporting services in new geographical locations, partnering with other organisations and developing new services
- Develop external networks and connections to ensure that new and emerging working practices/technologies are assessed and implemented to ensure the Hospice's IT provision becomes and remains flexible, modern, lean, efficient and supports growth

Operational, Financial and Risk Management

- Take responsibility for the management and operational delivery of all IT functions, ensuring that services are delivered to excellent standards in an effective and efficient manner and in accordance with the Strategic plan
- Ensure that the overall IT budget is managed to financial policies and within targets, achieving value for money without compromising on quality
- Ensure that adequate staffing/structures are in place to deliver the required service and actively participate and lead the selection and recruitment of staff
- Develop appropriate performance standards and productivity measures, defined using agreed KPIs, taking remedial action to address any deviations from targets and using analysis to drive continuous improvements
- Be accountable for the integrity of information within relevant systems
- Devise, lead and implement capital and revenue programmes across the Hospice to deliver a digital transformation
- Understand and manage risk associated with a digitised hospice environment
- Responsible for the monitoring and prevention of operational day to day business risks arising within IT, ensuring that the appropriate risk register is maintained and reported in line with the organisation's framework for Risk Management
- Lead on minimising the risks associated with cyber attacks ensuring robust incident and major incident management in place to manage such risks
- Working with senior colleagues across the Hospice to ensure that robust Disaster Recovery Plans are developed, rolled out and regularly tested as part of the wider Business Continuity Plan

Leadership and Governance

- Provide excellent and visible leadership, professional management and direction to all staff within IT enabling the effective sharing of knowledge, ideas and skills
- Ensuring robust governance structures are in place to enable accurate, timely and meaningful reporting to Senior Leadership and Board of Governors on Risk Management, Business Change, Operational Support and Service Improvement matters
- Structure, lead and manage teams to maximise synergies and economies of scale within IT as well as recognising and achieving efficiencies in other teams across the Hospice

- Demonstrate excellence standards of managerial practice within IT, promoting a culture which is underpinned by open communication and the Hospice values
- Ensure that IT Policies and Procedures are developed, rolled out and adhered to
- Influence and support teams across the Hospice, advising and supporting on value for money, compliance matters and interpretation of statutory and regulatory guidance

IT Function Design and Development

- Lead on the development of the IT function to encompass fully strategy development; relationship management; application, infrastructure and network management; project management, service transition and service operational management
- Research, recommend and develop the IT organisational structure that will partner the Hospice through an intense period of digital transformation
- Be the lead on developing repeatable processes to deliver and accurately measure both IT change delivery (programme/ project management) and operational function, understanding where improvement is required

Staff Management and Development

- Define the roles required to deliver the required digital transformation, and work to ensure they are appropriately filled
- Provide a staff development plan for IT staff ensuring that all staff are educated and developed to enable operational and strategic objectives to be met
- Develop a training and communications plan that will promote staff cohesiveness, improvement and development across the Hospice
- To manage a team of volunteers, including providing training, day-to-day support, planned supervision and ensuring the volunteers deliver a quality service and feel valued

7b. CORE BUSINESS SYSTEMS

Electronic patient record system; Trak

HR systems: Cascade, Rotageek, Moodle

Risk Management system; Vantage Sentinel system

Microsoft systems including SharePoint, Word, Excel, PowerPoint, Project Manager, Access and Outlook

Azure system for single sign on security

Information systems for Health and safety, fire regulations, manual handling, COSHH, food safety etc

About you

Education and Qualifications

Essential

Educated to degree level with a Post Graduate or Professional Qualification

Evidence of high level of theoretical knowledge of IT functions

Evidence of continued learning and recent study

Desirable

	<p>Computer Studies, Business Studies</p> <p>Leadership diploma</p> <p>Project Management qualification/s</p> <p>ITIL v3 upwards qualification/s</p>
<p>Knowledge and Experience</p>	<p>Essential</p> <p>Minimum of 10 years' experience in managing people and developing IT function and teams</p> <p>Minimum of 5 years developing IT strategy</p> <p>Significant experience of programme management, managing multiple projects simultaneously</p> <p>Excellent experience and skills in all aspects of project management,</p> <p>Experience of all aspects of IT Service Transition and Service Operations,</p> <p>Proven experience of managing budgets, value for money and expenditure control</p> <p>Significant exposure to working at Board level, and at the higher levels of an organisation</p> <p>Risk Management & Mitigation practice, experience and reporting</p> <p>Desirable</p> <p>Hands on technical IT understanding – either from an applications or infrastructure background</p> <p>Experience in Commercial environments at a Senior Level</p>
<p>Skills and abilities</p>	<p>Essential</p> <p>Excellent planning and organisational skills and ability to constantly re-evaluate and reprioritise workload considering emerging demands</p> <p>Proven influencing, interpretational, negotiation, analytical and problem-solving skills</p> <p>Excellent keyboard and IT skills including the proficient in the use of the Microsoft Office suite packages including Word, Outlook, Excel and PowerPoint, database applications and reporting software</p> <p>Excellent verbal and written communication and interpersonal skills</p> <p>Resource management – ability to identify resource needs, secure resources and manage their involvement on a project</p> <p>Creative approach to challenges and opportunities</p>

Personal Qualities	Friendly, outgoing manner Positive and confident with personal drive, initiative and effectiveness Accountable for self, actions and decisions Commitment to ongoing learning and development A commitment to Hospice core values and ambition
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