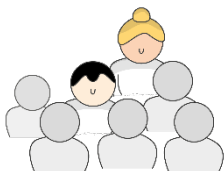


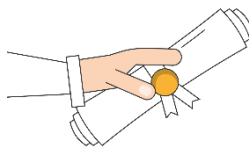
APPLICATION PACK

Director of Technology and Data

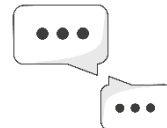
Recruiting



Training



Supporting



Improving outcomes for children and young people

CONTENTS



<u>Introduction from the National Convener.....</u>	<u>3</u>
<u>About us.....</u>	<u>4</u>
<u>Our values.....</u>	<u>5</u>
<u>Job description.....</u>	<u>11</u>
<u>Person specification.....</u>	<u>14</u>

INTRODUCTION FROM THE NATIONAL CONVENER



Dear applicant,

Thank you for expressing an interest in working with Children's Hearings Scotland.

As an organisation that works within the Children's Hearings System, we are passionate about making a positive contribution to improving the outcomes of Scotland's children and young people.

Our vision is of a hearings system where everyone works together. This makes sure that all children and young people are loved, cared for and protected and that their views are heard, respected and valued. We are currently rolling out a range of projects that will see us transform the way we work, helping us to achieve our vision. It is a truly exciting time to join Children's Hearings Scotland.

It is an enormous privilege to lead this organisation and we are committed to shaping a modern Children's Hearings System that meets the needs of Scotland's children and young people.

Good luck with your application.

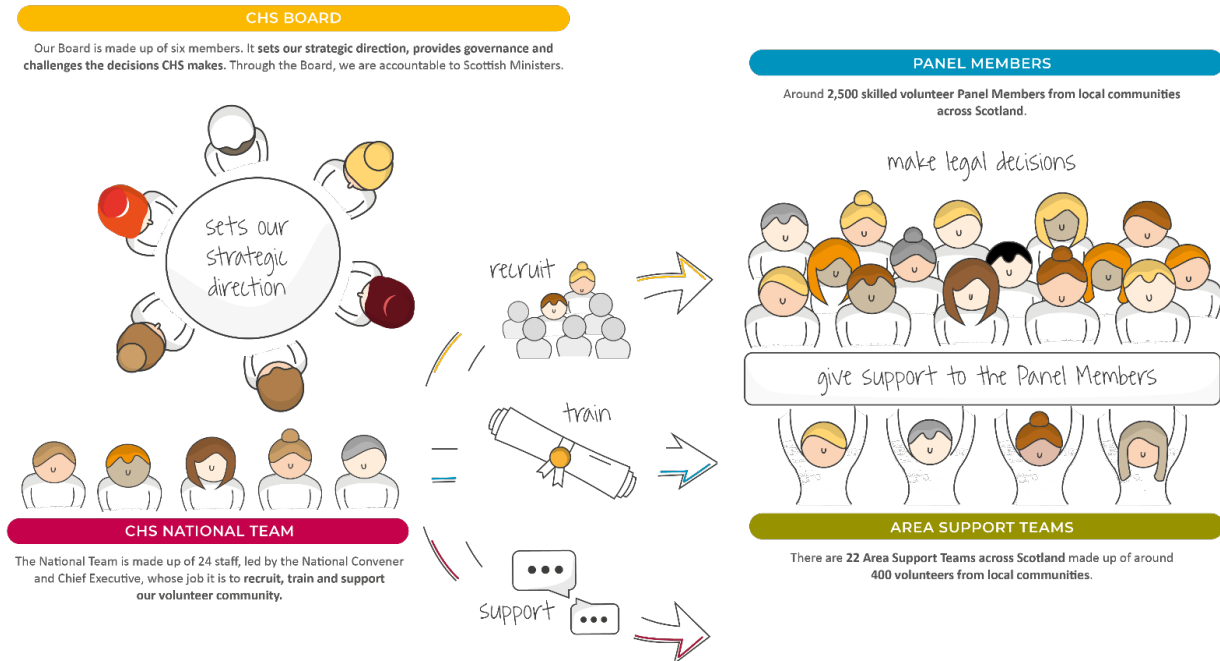
Elliot Jackson
National Convener and Chief Executive Officer



ABOUT US



Children's Hearings Scotland recruits, trains and supports around 2,500 skilled volunteer Panel Members who sit on children's hearings and make decisions with and for vulnerable children and young people across Scotland.



OUR VISION

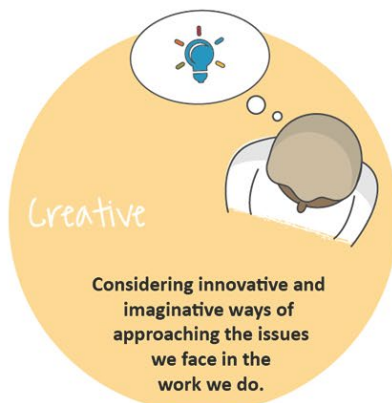


Our vision is of a Children's Hearings System where everyone works together, making sure that all children and young people are loved, cared for and protected and their views are heard, respected and valued.

OUR VALUES



Our values sit alongside our vision and mission and are threaded throughout everything we do.



JOB DESCRIPTION



Reports to:	Chief Executive Officer
Direct Reports	Senior Digital Delivery Manager
JD Last Updated	April 2026
Role Last Evaluated	May 2026

OVERVIEW OF ROLE

The core purpose of this role is to provide strategic leadership for development, implementation and use of technology across CHS, that enable CHS to deliver against its strategic ambitions, aligning this with the needs and development of digital solutions across the wider Children's Hearings System to meet The Promise 2030.

The Director Of Technology and Data is a leadership role and member of Children's Hearings Scotland (CHS) Senior Leadership Team (SLT). The role holder will be expected to contribute to the effective strategic and operational leadership of the Children's Hearings Scotland (CHS) organisation in collaboration with the other members of the SLT. The role holder will be expected to be an exemplar for the values of CHS including listening to and valuing the voice of children and young people, the contribution of volunteers, and supporting the National Convener in ensuring a respected, quality based, and sustainable tribunal system is delivered.

The postholder is responsible for the development and implementation of CHS' Digital Strategy, digital transformation, information and data management technology throughout the work of the organisation. The postholder will drive the adoption of innovative technologies, provide infrastructure that enables data-driven decision-making, and modern digital platforms to improve organisational performance, service outcomes, and user experience.

The postholder will be an excellent collaborator and communicator, able to build strategic partnerships across Scottish Government; SCRA and other key hearings system partners and influence key partners in assisting delivery of responsive and effective services which are able to maximise positive outcomes. Developing relationships with academia and industry to ensure CHS has access to the forefront of digital thinking and technology. The postholder will lead cross-sector collaboration to deliver shared platforms and integrated services and represent the organisation at national digital and data forums.

As a member of the Senior Leadership Team, the Director will contribute to corporate strategy, governance, and long-term transformation of the organisation. Working collaboratively with senior team colleagues and teams to ensure an aligned, integrated approach to planning, improvement and development of solutions to meet organisational needs that fit CHS' and the wider Hearings Systems future vision.

Key Accountabilities:

- Delivery of innovative, compelling and sustainable Digital and Data strategies aligned to CHS Strategic Outlook
- Delivery of organisation-wide digital transformation programmes to improve services and operational efficiency and that offer Best Value investment
- CHS digital platforms, enterprise architecture, and core infrastructure are well managed, secure and enabling.
- CHS digital products, tools and services are secure, resilient, scalable, user centred and meet relevant accessibility and assurance standards
- Development and delivery meets Scottish public sector digital standards
- Ethical use of data and AI that meets requirements of GDPR, working with the Senior Information Risk Owner, ensure that cyber security and information governance is prioritised across all digital and information systems.
- Effective oversight of cloud, data platforms, and integration architecture.
- Legacy systems are modernised and technical debt is continually reduced.
- CHS embraces new and innovative technology to drive efficiency, performance and improvement and meet the requirements of Public Service Reform
- That the CHS Digital Directorate are a high performing team, highly skilled, user focussed and innovative in their approaches.
- That Data is a strategic asset that drives performance, accountability, and decision-making.
- CHS data infrastructure enables; high quality data and information; advanced analytics and insight capabilities.
- Robust financial management and governance frameworks for digital and innovation investments ensuring value for money and measurable benefits.

STRATEGIC/CORPORATE LEADERSHIP ACCOUNTABILITIES

- To be a leader and ambassador for CHS and as a member of the Senior Leadership Team, act as a role model to the organisation, demonstrating through actions, decision and behaviour(s) the values of CHS;
- Contribute to developing and communicating across the organisation the strategic vision and goals of CHS;
- Working collaboratively with other members of the SLT, to ensure cohesion in strategic direction in order to support efficient and effective decision-making and achievement of strategic outcomes;

- Promoting and championing new ways of working with internal and external stakeholders to achieve efficient and effective levels of delivery within CHS's current and future strategies;
- Work effectively to support CHS board members in the execution of their duties and responsibilities;
- Manage specific projects and change management processes as appropriate and requested by the Chief Executive;
- In collaboration with the CEO, lead the organisation's approach to organisational risk management;

OPERATIONAL LEADERSHIP ACCOUNTABILITIES

- Direct the management structure for the Directorate ensuring effective support and performance management for the team(s);
- Work with the People and Culture Department to ensure workforce plans meet current and future needs for the department and embed effective people management practices which support professional development and progression of colleagues;
- Develop and coach the department's managers/team leaders to be successful in their roles whilst delegating appropriately;
- Ensure the development and implementation of the annual corporate plan and implement and report against a department plan which enables CHS to deliver its organisational strategy;
- Effectively develop and maintain relationships with relevant key external stakeholders;
- Oversee budget and resource management for the Department, demonstrating effective controls, value for money and identifying opportunities for efficiencies.

PERSON SPECIFICATION



LEADERSHIP/PERSONAL EFFECTIVENESS COMPETENCIES

COMPETENCY AREA	KEY SKILLS
Strategic Thinking	• Ability to relate different events and key pieces of information; to make connections, see patterns and trends; to draw information together into models and frameworks, which can then be used to interpret complex situations and identify their salient features; • The ability to look into the future, consider the future needs of the business; • Able to present policies, processes and methods which could be affected by future developments and trends; • Develop long term goals and strategies; • Highly developed negotiating skills with the ability to influence decision makers; • Ability to work strategically within the role, with and across Senior Leadership Team colleagues, and with national and local partners; • Ability to translate corporate strategy and policies into operational activity; • Able to interpret and use statistical and other data/information to understand performance and identify areas of good practice/areas for improvement action; • Able to manage complex tasks and conflicting priorities.
Leading change	• Strong project/change management skills and able to guide others in the effective leadership and management of business change programmes and projects; • Ability to sustain performance under conditions of rapid change; • Supporting others through change and having the willingness and ability to enable changes to take place in the most productive way.
Teamwork and Collaboration	• Effectively initiates dialogue across teams, levels, departments recognising that we have a shared responsibility to provide the best experience for our colleagues and wider stakeholders; • Recognises the value of every contribution and area of expertise within the organisation. This includes building links and networks across teams (internally and externally);

	Creates a supportive team environment by listening and responding to others and creating opportunities for innovation and generation of ideas and actions.
Leading People	- Effectively lead, motivate and empower team(s); - Build and maintain high performing team(s); - Effectively promote a culture of employee engagement and empowerment; - Able to deal with managing the performance of people and people issues effectively; - Coach and mentor others; - Drive positive outcomes through people.
Communication	- Excellent influencing and negotiation skills; - Ability to communicate effectively in 1:1 and group settings; - Excellent report writing skills.
Personal Integrity	- Encourages and supports open two-way communication; - Is motivated by values and getting on with the job; - Shows resilience that enables the team to perform to the highest standards.

FUNCTIONAL/TECHNICAL COMPETENCIES

COMPETENCY AREA	KEY SKILLS
Digital Project Management	- ITIL qualified and/or practice experience in applying formal project management methodologies (e.g. Prince 2 and Agile methodologies/approaches) Recognised management qualification - Proven track record of implementing an environment of digital innovation and best practice - Experience in conducting business analysis in a complex organisation and engaging with senior stakeholders to deliver the digital strategy

TRACK RECORD/EXPERIENCE
Experience (typically 5 years +) in a role with accountabilities for digital leadership, problem solving, planning, and decision making Experience (typically 3 years +) of working with, leading and motivating volunteers Track record (typically 5 years +) of effectively building and leading multi-disciplinary teams

Experience (typically 3 years +) of working in an environment where networking and relationship building were key to success

Experience (typically 3 years +) of delivering high quality, innovative technical change management programmes in complex environments

Experience (typically 3 years +) of using management information to support business planning and improvement

EDUCATIONAL ATTAINMENT/ QUALIFICATIONS

Educated to degree level or equivalent in a related qualification

PROFESSIONAL BODY MEMBERSHIP

N/A

Thank you for your interest in this position.