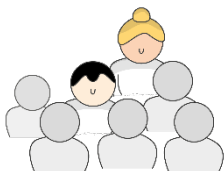


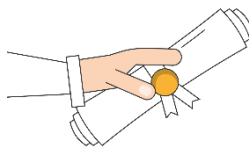
APPLICATION PACK

Senior Digital Delivery Manager

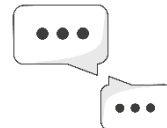
Recruiting



Training



Supporting



Improving outcomes for children and young people

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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.

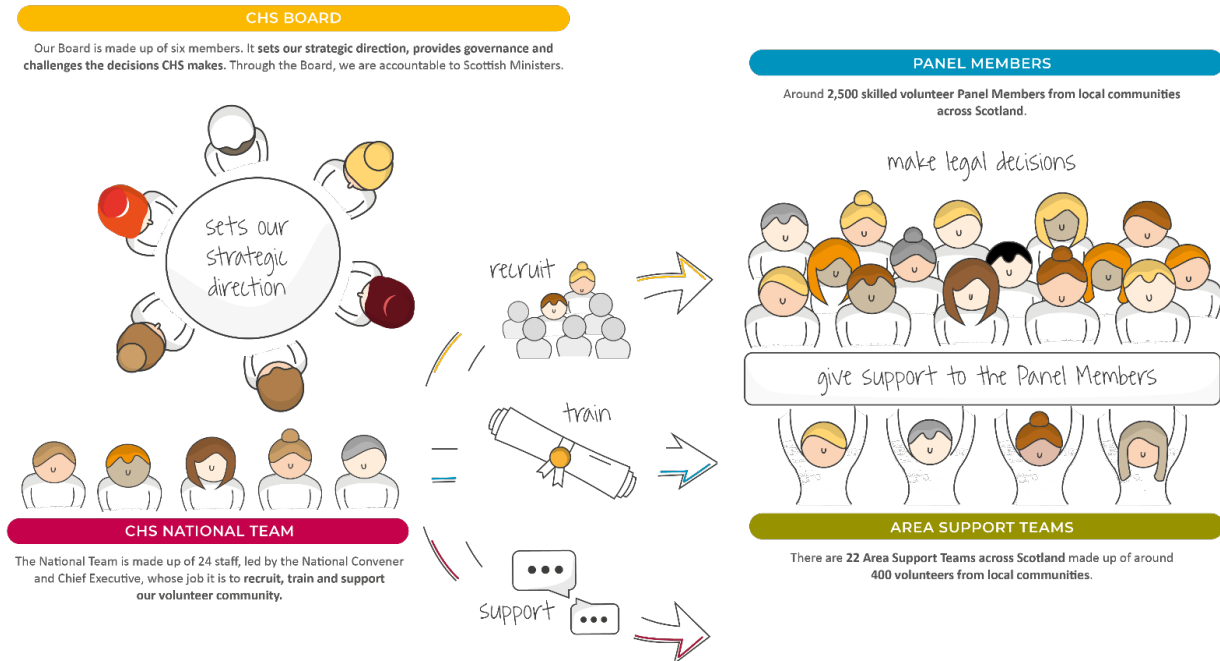
Elliot Jackson
National Convener and Chief Executive Officer



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

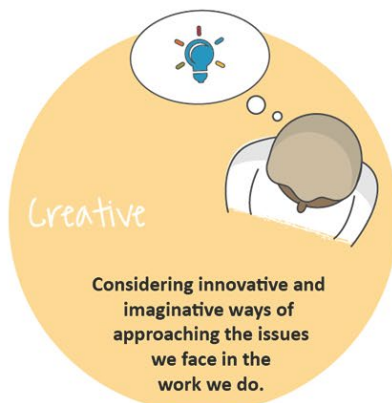


Our vision is of a Children's Hearings System where everyone works together, making sure that all children and young people are loved, cared for and protected and their views are heard, respected and valued.

OUR VALUES



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



JOB DESCRIPTION



Reports to:	Director of Technology and Data
Direct Reports	1x Product Owner 1x Data & Performance Analyst 1x Digital Support Lead 1x Business Analyst
JD Last Updated	July 2025
Role Last Evaluated	August 2024

OVERVIEW OF ROLE

Reporting to the Director of Technology and Data, the purpose of the role is to lead the digital and data services in CHS, in line with the relevant strategies, which includes delivering an integrated digital ecosystem; providing digital and IT services to staff and volunteers; managing digital transformation; and delivering a transformative data strategy paving the way to becoming a data-informed and data-driven organisation. This is a complex role with a broad range of responsibilities and will involve embedding an agile culture of digital innovation and change.

The postholder will lead a team of digital and data professionals to ensure that CHS is provided with excellent digital services and data infrastructure and analytics working with the senior leaders, including Director of Digital, to ensure that it meets the changing needs of the organisation in line with its strategic priorities.

MANAGEMENT ACCOUNTABILITIES

- Responsible for delivery of the digital strategy
- Responsible for delivery of the data strategy
- Lead the digital and data teams, providing ongoing feedback, mentoring, advice and coaching to direct reports, supporting skills development, continuous improvement and increased competencies through an effective performance management framework
- Manages individuals and groups by allocating responsibilities and/or packages of work.
- Identify skills and knowledge gaps in the team and seek ways to address these

OPERATIONAL MANAGEMENT ACCOUNTABILITIES

- Overall responsibility for managing and developing the CHS digital ecosystem in line with the CHS digital strategy.
- Responsible for digital security and digital safety including cyber resilience.
- Lead and manage a pipeline of digital innovation and development and improvement projects taking responsibility for prioritising and allocating work and investigative work to determine business requirements
- Lead and manage a pipeline of data innovation projects taking responsibility for prioritising and allocating work
- Support the continuous development and communication of the future product(s) / system(s) vision, working closely with sponsors and key stakeholders across the organisation.
- Responsible for Contract management of CHS digital partners and suppliers and fostering collaborative effective working relationships that enable Best Value innovative digital and data solutions
- Ensure effective Communication with all relevant stakeholders.
- Support the Digital Director to lead the development and delivery of CHS's strategic and operational objectives for all digital functions and services to achieve alignment and integration with overall organisational objectives
- Responsible for IT and technical support to CHS colleagues and panel members including the management of systems documentation such as user guides and technical specifications following system software releases.
- You will set, manage and monitor service level agreements (SLAs), Key Performance Indicators (KPI's), software assets and implement ITIL Processes such as the Service Catalogue and monitor and report on performance.
- Work alongside CHS Strategic Planning and Delivery to support digital and data change elements
- Ensure good governance and report to the Board in relation to policies, procedures, systems, risk and cyber security

CORE ACTIVITIES

- Identify and manage risk effectively in relation to the integrity, resiliency, security, accreditation, and safety of CHS IT infrastructure, working in conjunction with colleagues and third parties, as necessary
- Develop and maintain cyber incident response plans as well the Board's IT disaster recovery and business continuity plan

- Lead and manage on assigned digital programs with service providers and wider stakeholders, ensuring delivery of programs to quality, budget and time constraints.
- Develops implementation plans for complex requests for change in line with governance arrangements, including, where appropriate, delivering projects through Digital Scotland Service Standards
- Be integral to the development of CHS' Digital and Data strategies.
- Develop and lead on the digital and Data communications strategy for CHS and act as the main point of contact for digital and Data communications both operational and strategic.
- Provide strong leadership and support the Senior Leadership Team to delivering the digital vision and strategy, acting as a role model to staff and providing clear direction, support, and guidance
- Responsible for stakeholder engagement and user research ensuring that a closed feedback loop exists between user research, requirements analysis and output
- Manage the CSAS/Community Hub business product backlog maintaining a portfolio of active projects and CSAS functional improvement backlog, tracking the progress of each and reporting significant issues.
- Ensure that the product roadmap aligns with the organisations digital strategy and complies with government standards.
- Representing CHS at external, internal events and meetings as required
- Deliver a consistent, high-quality reporting cycle to the senior leadership team highlighting key improvements, risks, progress reports and forecasts
- Manage and support joint digital initiatives between CHS and key stakeholders.

PERSON SPECIFICATION



MANAGEMENT/PERSONAL EFFECTIVENESS COMPETENCIES

COMPETENCY AREA	KEY SKILLS
Managing change	• Good project/change management skills and able to guide others in the effective management of organisational change programmes and projects and able to work fluidly between different change methodologies • 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; • Ability to use data / MI to manage team improvements.
Teamwork and Collaboration	• Understanding and facilitating the bigger strategic picture and understanding the role that digital plays within that. • Collaborate with cross functional teams recognising the value of every contribution and area of expertise within the organisation. • Creates a supportive team environment by listening and responding to others and creating opportunities for innovation and generation of ideas and actions.
Managing People	• Effectively manage, motivate and empower team(s); • Build and maintain high performing team(s); • Able to deal with managing the performance of people and people issues effectively; • Coach and mentor others;
Communication	• Ability to distil relevance from complex external and internal environments • Ability to explain digital complexity in plain English • Excellent influencing and negotiation skills; • Ability to communicate effectively in 1:1 and group settings; • Excellent report writing skills, including an ability to prepare high level reports to Senior management.
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;
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FUNCTIONAL/TECHNICAL COMPETENCIES

COMPETENCY AREA	KEY SKILLS
Financial Management	Responsible for the digital budget which includes revenue and capital spend
Digital and Data	- High digital and computer literacy - Customer experience. - Data and analytics. - Business model transformation. - Digital operations - Complexity and ideation mapping

TRACK RECORD/EXPERIENCE
Knowledge of digital security requirements, GDPR and associated legislation Experience of reporting to senior management and external stakeholders Experience of leading, line managing, and motivating a team Experience of engagement with complex stakeholder groups Experience of delivering digital strategies and objectives experience leading digital customer service environment in line with ITIL principles Experience of working on product design, functional improvement backlogs, and portfolio management Experience of budget development and management Extensive experience in planning documents, scoping, risk identification in line with good governance of digital projects and requirements analysis.

EDUCATIONAL ATTAINMENT/ QUALIFICATIONS
Qualified to degree level in a relevant subject and/or equivalent experience.

PROFESSIONAL BODY MEMBERSHIP
N/A

Thank you for your interest in this position.