

JOB DESCRIPTION

Job Title	Director for Digital Transformation and ICT Delivery
Job Reference Number	L2601
Closing Date	Sunday 22 February 2026
Interview Date	w/c Monday 9 March 2026
Location	Hybrid Working – Office and Home
Pay Band	Band 8b, £55,926 - £62,012 per annum (pro-rate for part time)
Hours of Work	37 hours per week
Accountable To	Deputy CEO
Accountable For	ICT Systems Administrator
Special Conditions	<p>The post-holder is expected to be flexible to ensure that the needs of the business are met at all times and evening, weekend and Bank Holiday working will be required as directed by the service. All positions are subject to a DBS Check appropriate to the role.</p> <p>Fixed Term Contract until March 2028</p>

1. PURPOSE OF THE JOB

The purpose of the role is to lead the strategic development, management and delivery of Your Trusts transformation programmes with a particular focus on digital transformation and future-ready technologies, redefining customer experience, streamlining operations and embedding a culture of digital excellence across the organisation. Will also include contributing to the governance and success of Your Trust through membership and participation of the Senior Leadership Team (SLT), ensuring that transformation initiatives align with the charity's strategic objectives and deliver measurable impact.

2. DUTIES AND RESPONSIBILITIES

Strategic Leadership

- a) To support the CEO and Deputy CEO, and work as part of the Senior Leadership Team, contributing to the development, management, performance, operation and delivery of the charity, in particular representing the contribution of the Digital Transformation and ICT;
- b) To advise and contribute to Cornerstone Meetings from a digital transformation perspective and monitor progress in line with the Your Trust Strategic Plan;
- c) To ensure that all digital transformation projects or programmes are delivered as per the Strategic Plan and decide and advise on strategic development as required;

Digital Transformation and Programme Management

- d) To lead on the review and implementation of the digital strategy, leading on all aspects including championing of the strategy across the charity, implementation, evaluation and review;
- e) To provide strategic guidance to SLT and Wider Leadership Team (WLT) on digital related matters;
- f) To drive initiatives to enhance customer experience and foster digital innovation and digital leadership;
- g) To actively seek opportunities for Your Trust to improve its processes, systems, outcomes and capabilities, and to lead on the review the current suite of systems, access and processes and design a cohesive digital environment that drives efficiency and productivity;

Service Transformation and Programme Management

- h) To provide leadership, governance and where necessary management of strategically identified digital transformation projects and programmes from inception to final delivery, supporting Heads of Service or Team across the whole lifecycle;
- i) To provide oversight on the digital integration of new projects, facilities and services into the Your Trust portfolio including liaison with contractors, key stakeholders and staff;
- j) To bring together the charities approach to data, insight and business intelligence and support the development, implementation and review of the KPI and Performance Framework ensuring information and metrics stay relevant and up to date with requirements;
- k) To work alongside the Director for Operations, Commercial and Wellness & Deputy CEO to ensure there is a robust review and authorisation process for all digital transformation business case development with a clear articulation of business/charity outcomes;
- l) To proactively seek out and tackle issues that will prevent the delivery of charity outcomes in transformation projects, facilitating open communication and discussion between stakeholders;
- m) To play an active role in working with Rochdale Council to strengthen relations, liaison and communication around digital transformation, in order to deliver the outputs and outcomes of key strategies across leisure, active wellbeing and culture

Oversight of ICT Delivery

- n) To lead on the budget management of internal ICT related projects and activities ensuring they are financially resilient;
- o) To support the ICT Administrator in delivery of the ICT Improvement Plan including YT's online solution;

- p) To support the ICT Administrator with high level technical queries and issues;
- q) To lead on ICT related strategic partnerships;

3. ADDITIONAL DUTIES

- a) Data Quality - To ensure that Your Trust policy and procedures in respect of GDPR and Data Quality are adhered to consistently and at all times in respect of any data collected or used in the planning and delivery of services.
- b) Equality & Diversity - To work in accordance with Your Trust policy and procedures relating to the promotion of equality and diversity and to ensure that these are effectively and pro-actively applied in the delivery of all facilities and services.
- c) Health, Safety and Welfare - To be responsible for the health, safety, and welfare of self and other persons who may be affected by job holder's actions or omissions whilst at work. Additionally, be responsible for maintaining and implementing the requirements of the Health and Safety at Work Act and for the execution of any duties and responsibilities attached to the job within the company's health and safety policy and procedures. A high standard of personal hygiene and personal presentation is required at all times.
- d) Performance Management - To promote and practice a performance management culture within all facilities and services, including the setting and achieving of team and individual performance targets and the implementation of robust monitoring, evaluation and reporting systems.
- e) Relationships - To promote positive working relationships with all internal and external parties ensuring adherence to the Customer Charter and Staff Code of Conduct.
- f) Training and Development - To participate in any training initiatives in relation to the duties of the post and ensure that personal qualifications are kept valid via attendance on training as provided by the service as reasonably practicable.

PERSON SPECIFICATION

Note to Applicants

The **Essential (E)** criteria are the qualifications, experience, skills or knowledge you must show you have to be considered for the job.

The **Desirable (D)** criteria are used to help decide between candidates who meet all the Essential criteria.

If the **Identified By** column says **Application Form (A)** you must include in your application information to show how you meet the criteria using examples from paid/voluntary work or Education. If the column says **Interview (I)** this will be discussed at this stage.

Qualifications and Experience	Essential / Desirable	Identified By
Qualified to degree level or equivalent in a relevant subject or qualified by experience	E	A / I
Extensive experience of managing a portfolio of digital transformation projects across the culture, health, leisure or wellbeing sector	E	A / I
Extensive experience of improving impact and outcomes through digitisation across a programme of activities in a culture, health, leisure or wellbeing related environment	E	A / I
Extensive experience of delivering a balanced programme of projects with a strong understanding of how digital tools enhance user engagement and service delivery	E	A / I
Experience in a leadership role at a senior management level involving effective management of budgets, people, systems and policies	E	A / I
Experience of managing large budgets and operations within tight financial circumstances and competing priorities	E	A / I
Experience of leading and developing local partnerships across a range of sectors including public, private and community or voluntary	E	A / I
Experience of successfully bidding and securing external funding	E	A / I

Skills and Knowledge	Essential / Desirable	Identified By
Proven ability to develop positive relationships with stakeholders, partners and members of the public effective management of compliments and complaints	E	A / I
Ability to translate organisational priorities into a clear digital roadmap with measurable outcomes	E	A / I
Awareness of environmental trends and new opportunities that exist	E	A / I
Ability to demonstrate commercial acumen and experience when implementing digital transformation	E	A / I
Knowledge of change management with the capacity to direct and support the achievement of objectives	E	A / I
Ability to think strategically and creatively with exceptional analytical skills	E	A / I
Ability to establish and monitor performance targets for the organisation and management of staff.	E	A / I
Proven report writing and proof reading skills	E	A / I
Excellent communication; both oral and written and excellent interpersonal skills	E	A / I
Excellent IT skills (Word, Excel, Outlook, PowerPoint).	E	A / I

Skills and Knowledge	Essential / Desirable	Identified By
Excellent time management skills	E	A / I

Special Working Conditions	Essential / Desirable	Identified By
Able to work flexibly including evenings, weekends and Bank Holidays	E	A / I
Demonstrate commitment to Your Trust Values of Care, People Focussed, Inclusive and Excellence	E	A / I
High standards of personal presentation and appearance	E	A / I
Full UK driving licence or ability to travel around the Borough	D	A / I

Post Holder Name	
Post Holder Signature	
Date	

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Completed By: Director for Operations, Commercial and Wellness & Deputy CEO