

## Job Description

<b>Job Title:</b>	<b>Digital Transformation Manager</b>
<b>Job Purpose:</b>	Define and Lead Action Foundation's digital and data transformation programme
<b>Time Commitment:</b>	21 hours per week (negotiable, to be discussed at interview)
<b>Salary Scale:</b>	£32,899-37,878 per annum pro rata depending on experience + 6% pension contribution
<b>Contract:</b>	Fixed term for 2 years, to March 2024
<b>Responsible to:</b>	Chief Executive Officer
<b>Location:</b>	Home-based role but with a regular requirement to travel to Newcastle for team engagement

### Organisational Context

Action Foundation is an award-winning charity that provides opportunities for marginalised people to overcome their isolation and exclusion by providing:

- Free accommodation for appeal rights exhausted asylum seekers (Action Housing and Action Hosting)
- Short-term supported accommodation for those with refugee status (Action Letting)
- Community ESOL classes delivered by volunteers (Action Language)
- Multi-agency drop-ins, case work and outreach, facilitating social connections and welfare support (InterAction)
- A digital inclusion project supporting clients from all of the above services as appropriate

This is an exciting time to join the organisation as they are about to embark on a strategic programme of work to improve the use of data and digital systems. The improved use of technology will ensure that Action Foundation are better able to serve their clients, improve and streamline internal processes and generate increased income from fundraising activities.

### Duties and Responsibilities

Reporting to the CEO you will have the primary responsibility for the definition and subsequent delivery of our data and digital transformation programme. This new role will help to ensure that Action Foundation are providing a modern service for its clients that delivers timely and positive outcomes. You will ensure that our data and systems meet the needs of both the organisation and the people we serve. The systems will not only be secure and compliant with all relevant legislative requirements, but they will also deliver actionable insights that drive process improvements and enhanced experiences.

You will be an experienced transformation lead with a strong track record in programme definition and delivery. You will have the ability to be analytical, innovative and undertake a collaborative and strategic approach to developing the charity's systems. You understand the benefits that effective use of data can bring to an organisation including data-driven decision-making and process optimisation. You will have the skills and

confidence to present strategic transformation proposals to the Board, ensuring they deliver measurable and cost-effective outcomes.

**Strategy and transformation:**

Ensure transformation programme is clearly defined and delivered

- Definition, socialisation and agreement of the data and digital strategy
- Definition of digital transformation programme of work
- Prioritisation of individual improvement projects aligned to skills enhancement and need
- Requirements gathering and procurement of systems
- Delivery, implementation and testing of new systems
- Automation of key manual processes to reduce risk and create capacity
- Oversight of delivery of data dashboards to support enhanced knowledge sharing and data visibility

**Personnel & Resources:**

Oversight and management of transformation project resources

- Ensure transformation project staff are well supported and managed in accordance with our ethos and values
- Budget management responsibility for the transformation project

**General:**

Representing the charity internally and externally as required

- Engage with the CEO and SMT around strategic and operational planning
- Attend Board meetings to report on project performance, risks and issues
- Represent the charity and report to all stakeholders as appropriate
- Work to maintain and uphold the charity’s culture, ethos and values

**Personal Specification/Key Competencies**

**Qualifications/Experience:**

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|-----------------------------------------------------|-----------|
| • Previous work within the charity sector           | Desirable |
| • Transformation project delivery                   | Essential |
| • Strategy definition and project planning          | Essential |
| • Implementation and testing of cloud-based systems | Desirable |
| • Formal project management qualifications          | Desirable |

**Skills, Knowledge & Abilities:**

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|-----------------------------------------------------------------------------|-----------|
| • Flexible and non-judgemental approach to people and work                  | Essential |
| • Ability to work on own initiative, to organise work and meet deadlines    | Essential |
| • Ability to build good working relationships with colleagues at all levels | Essential |
| • Strong organisational and information management skills                   | Essential |
| • Data management best practices                                            | Desirable |
| • Analytics and data visualisation best practices                           | Desirable |
| • An ability to work independently and as part of a team                    | Essential |

**Other:**

- |                                                                                  |           |
|----------------------------------------------------------------------------------|-----------|
| • A genuine desire to support people seeking asylum and refugees                 | Essential |
| • Commitment to upholding and promoting the ethos and values of the organisation | Essential |

**Note:**

- This job description is not exhaustive, and amendments and additions may be required in line with future organisational changes
- This post would require the taking up of two references
- Action Foundation is an Equal Opportunity employer, and we welcome applications from all sectors of the community