



Recruitment information pack Head of Technology & Digital Transformation

September 2023

Welcome

Thank you for your interest in applying to the School for Social Entrepreneurs. We have put together some information below which we hope will help you understand the organisation and the role. For more information please visit www.the-sse.org.

About the School for Social Entrepreneurs

We can't fix issues like poverty, climate change and ill-health alone. That's why the School for Social Entrepreneurs exists. SSE helps 1,000 people a year develop the skills, strengths and networks they need to tackle society's biggest problems. It runs courses that equip people to start, scale and strengthen organisations that make a positive difference. But it is not a traditional school. Learning with SSE is inspiring, action-based and accessible. SSE supports people in other ways too, such as funding and mentoring. Lord Michael Young founded SSE as a charity in 1997, and it's grown to a network of schools across the UK, and India. Together, SSE is changing lives and transforming communities.

SSE delivers a range of thematic and place-based programmes in England and Scotland, with government departments and agencies such as the National Lottery and DEFRA. We also have partnerships with corporates and various foundations for example PwC, Lloyds Bank Foundation and Brewin Dolphin, through which we deliver support and programmes for social entrepreneurs aligned with our vision and mission.

OUR VISION	OUR MISSION
a socially and environmentally just society where the potential of all people is fully realised	to empower and equip people with entrepreneurial ideas and solutions to grow the social economy

We have embarked on an exciting digital transformation journey. From introducing a virtual learning environment that enhances our learning programmes to transitioning to a modern accounting system to improve internal operations. The technology roadmap contains several new and ongoing projects, including the development of a new web platform designed to simplify programme applications and grant giving.

This role will lead our digital transformation strategy and roadmap, overseeing and embedding all IT and technology across the organisation and acting as the key contact for IT-related external partners.

We encourage applications from individuals who may not meet all the criteria. If you're passionate about leading digital transformation and feel a strong alignment with SSE's values, we urge you to apply.

Firstly, our commitment to inclusion

Diversity is a fact of life. Inclusion is a choice and a practice - for organisations and individuals. At the School for Social Entrepreneurs, our aim is to drive inclusion into every area and activity of what we do: from access to programmes, to grant investment, to board, staff and partnerships.

However you identify, we would like to hear from you. In our commitment to continue to diversify our teams, freelance staff and programmes, we are particularly keen to hear from those who identify as: being from black, Asian and minority ethnic (BAME) backgrounds; LGBTQ+; and those with disabilities.

If you require any reasonable adjustments during our recruitment processes, including assistance with reading this page or documents linked to below, please contact recruitment@sse.org.uk

Benefits of working at SSE



Key benefits:

- 25 days' annual leave (pro-rata) + UK bank holidays
- 5% employer contribution to your pension



Learning & development:

- Annual training budget of £750 (pro rata)
- Attend SSE courses & learning sessions for free
- Monthly 'Lunch & Learn' sessions
- Group learning opportunities (e.g. productivity training, learning about inclusion)
- Annual development plans to set personal and professional goals



Wellbeing & health:

- All staff have access to Health Assured (employee assistance programme)
- Opportunities to train in First Aid and Mental Health First Aid
- Regular wellbeing initiatives hosted by our Wellbeing Committee
- Free eyecare vouchers



Inclusion & connection:

- Certified Disability Confident Employer
- Committed to the EW Inclusive Cultures Pledge
- Our Diversity, Equity & Inclusion Plan 2021-24 commits us to creating an inclusive culture

- Regular online socials & weekly catch-ups
- Team away days twice a year



Flexible working & travel:

- Flexible working is welcomed!
- Teams based around the UK (as well as in India & Canada)
- Cycle to work scheme
- Annual season ticket loan



Get involved with the issues you care about:

We have a range of staff groups and committees that you might be interested in joining, including,

- Climate Action Working Group,
- Diversity, Equity & Inclusion Group
- Wellbeing Committee.

About the role

As part of our exciting journey, we have the opportunity for a motivated and experienced individual to be appointed as a permanent Head of Technology & Digital Transformation.

This job plays a central role in driving the organisation forward by overseeing technology and digital transformation. You will review current capabilities and capacity to ensure the organisation's operations align with our strategic goals and contribute to our long-term financial sustainability.

As an organisation that has grown over recent years, and is ambitious for its future development, we are committed to underpinning our strategic ambitions with exceptional technology and digital capabilities.

This role will lead the implementation and evolution of our digital transformation strategy and roadmap, as well as overseeing day-to-day management of the IT team. This position will work closely with members of the Senior Management Team, co-creating and implementing projects that will help SSE retain its position as the leading provider of learning and support to social entrepreneurs, community businesses, and social sector leaders.

The role is best suited to someone who is as motivated thinking strategically as delivering operationally. You will be a collaborative leader and comfortable working across a number of workstreams, willing to get up to speed quickly and manage a busy workload where necessary. You will be an energised and positive team player who is able to engage and collaborate with others, to work to specific goals to 'get things done', as well as to design and deliver initiatives which bring long-term benefits.

We anticipate the candidate appointed to the role will be able to draw on wide ranging experience gained from a previous role(s) at a similar level. However, we recognise that the post holder may not be a specialist in all areas of the role. If you are interested in applying but not sure you have all the skills and experience requested, please do apply as our recruitment process is about understanding your strengths and how we can support you to be successful in the role.

Job Description

The purpose of this role is to:

- a. Lead SSE's digital strategy and roadmap in line with the organisations business objectives and priorities.
- b. Lead the management of IT/technology across SSE

- c. Lead Digital Transformation implementation within SSE, including the project management and execution of IT/technology objectives as agreed with Senior Management Team (“SMT”)

The post-holder will be expected to oversee the management of a wide range of IT/technology systems in place and oversee IT/technology related projects as identified by SMT. Individual projects may be implemented internally or involve working with external partners and/or consultants.

They will be responsible for ensuring the organisation has effective IT systems, procedures, documentation, and controls for technology compliance with requirements and standards under SSE’s regulatory environment, related to technology including relevant risk management, governance, and Data Protection, ensuring all notification and reporting requirements are met.

Key responsibilities

General

- Leading the implementation of the digital transformation strategy and roadmap
- Ensuring systems and processes are well communicated, supported, documented and fully adopted
- Working closely with SMT, supporting their development plans, determining technology requirements and compatibility
- Leading the cross-organisation Technology & Digital Transformation team, undertaking all management responsibilities for the team
- Owning the planning and prioritising of resources and work within the Technology & Digital Transformation team; developing and agreeing objectives and reporting on progress
- Managing the Technology & Digital Transformation budget - including annual budgets, forecasts, and costing proposals (including hardware/devices and replacement cycles), processing orders and invoices in line with organisational procedures
- Providing overall technical leadership and direction to the organisation and the Technology & Digital Transformation team, encouraging controlled innovation and improvement in the technology and data systems, processes, and ways of working
- Developing proposals for improvement of systems and operations that support SSE’s strategy and work with the SMT to develop an IT/technology and compliance strategy and annual objectives.

Digital Transformation & Technology

- Contributing to SSE’s Digital Transformation work by providing technical expertise to the Digital Task Force
- Developing implementation plans for all Digital Transformation projects, considering resourcing needs through the development cycle and transfer to business as usual

- Support the adoption of all digital technology across the organisation working with all Heads of Department and SMT.
- Ensuring a consistent and effective level of IT/technology service across SSE at all times which meets the needs of the organisation and ensures business continuity in the event of a major adverse incident
- Ensuring that IT/technology services are secure and appropriate cyber security systems are in place and compliant with the Cyber Essentials framework, or equivalent
- Managing and evaluating the relationship with SSE's outsourced IT services suppliers and other IT/technology suppliers; making recommendations for improvement and change if required
- Ensuring there are effective controls and processes in place for delivering IT support, the issuing and tracking IT equipment and licences and the maintenance of IT/technology systems
- Developing, maintaining, and monitoring compliance of IT policies, standards, and guidelines in line with best practice and relevant legislation to ensure the security of SSE's systems and information whilst enabling effective day to day working at SSE and appropriate risk management
- Developing ways of working that ensure staff engagement and support for changes and activities.

Data & Compliance

- Collaborating with SMT and broader operations team to develop, maintain and adapt a data model which is both effective and compliant
- Ensuring there is effective governance in place around the data model and the systems that collate and store data
- Developing and maintaining the infrastructure and process for a standardised reporting approach for new and existing reporting needs of the organisation
- Overseeing the provision of related KPIs and management information, , including performance reporting to internal stakeholders, specifically Board, SMT, committees and working groups (including the Trustee Annual Report)
- Overseeing the development and maintenance of a framework of IT related policies and processes which meet the needs of the organisation in the delivery of its strategy and comply with SSE's regulatory environment and internal systems requirements
- Implementing a consistent approach to relevant continuous improvement and risk, embedding incident management and business continuity
- Supporting SMT in the annual operational planning cycle
- Overseeing the delivery of training to all teams to ensure that they have a full understanding of SSE's digital operating model.

Key relationships

The post-holder will report to the Director of Operations and will have excellent working relationships across the organisation as well as maintaining key stakeholder relationships with external digital partners.

Person specification

Essential skills

- Strategic thinker with ability to assess and understand the business impact of changes
- Highly articulate with experience of influencing stakeholders at a senior level
- Excellent analytical and critical thinking skills with the ability to present information and data to a range of stakeholders in a meaningful way
- Creative, energetic and resourceful and able to motivate a team
- Committed to working within SSE's values
- Ability to deliver to deadlines, maintaining accuracy and attention to detail.

Essential experience

- A relevant degree such as IT or business management
- Strategic and operational IT and digital transformation
- Working with a wide range of technology solutions
- Setting and controlling IT budgets
- Principles of IT/Cyber security
- Legislative and relevant compliance matters (data protection, information governance, GDPR)
- Business continuity management & disaster recovery principles
- Analysis, implementation and evaluation of IT systems and their specifications
- Developing systems and processes
- Customer journey and/or process analysis and design in a transformation context which links up product, process, data, compliance and technology
- Accountability for projects involving multi-functional teams which align common approaches to create efficiencies and add value.

Desirable experience

- Hands-on agile delivery management with mixed teams of inhouse and external developers
- Successfully building, managing and motivating multidisciplinary inhouse technical teams
- Planning and delivering products and services using agile development techniques to meet customer expectations and deliver cost effective robust solutions
- Technology operations management and the use of new technologies to improve cost effectiveness and performance
- Managing technology-enabled change projects
- Establishing and managing outsourced contracts for delivery and development of technology solutions and services

- CRM integration
- Developing new data models and working with analytics software e.g., Power BI
- Working within the social enterprise sector

Key details

Salary:	Starting £51,398 - £57,849 depending on skills and experience + 5% pension
Hours:	35 per week, typical hours 9am-5am or 10am-6pm.
Annual leave:	25 days pro-rata
Contract:	Permanent
Flexibility:	Occasional evening / weekend work and travel within the UK may be needed, especially where support is required by the SSE Network
Location:	Flexible, UK based. Regular travel to the London office will be required .

Commented [CO1]: Added in as presumably this will be required, especially at the beginning.

Please note, we are unable to accept applications from candidates who require visa sponsorship. Roles advertised as flexible or remote location require candidates to be UK-based.

To apply

To apply please complete your application [here](#) using no more than 400 words to answer each of the questions.

1. What attracted you to apply for this role?
2. Why would you be an excellent Head of Technology & Digital Transformation for SSE?

Deadline: 9am on 11th **October** 2023

Commented [CO2]: Would you be able to send these over to Robin, Ali and I the same day as we are meeting 2 days later for shortlisting?

If you have any questions, or require reasonable adjustments, please email recruitment@sse.org.uk and title your email 'Head of Technology & Digital Transformation Application'.

The selection process will include a 10 minute presentation and 50 min interview and may include a face to face meeting in London.

Commented [CO3]: Added this in, just in case Ali likes to have this.

Unfortunately, due to our limited capacity we are unable to provide feedback to candidates not shortlisted for interview.

SSE is committed to eliminating discrimination and actively encouraging diversity amongst our workforce by developing a staff team that mirrors the rich diversity found in our student population.

We will not discriminate with reference to age, gender, sexual orientation, race, colour, religion, marital status or disability.

Diversity Monitoring

SSE is committed to eliminating discrimination and actively encouraging diversity amongst our workforce and board by developing a team that mirrors the rich diversity found in our student population.

We will not discriminate with reference to age, gender, sexual orientation, race, colour, religion, marital status or disability.

To offer equal opportunities, prevent discrimination and support under-represented groups we encourage applicants to complete our online [Diversity Monitoring Form](#).

The information on this form will be used for monitoring purposes only and will play no part in the recruitment process. All questions are optional. You are not obliged to answer any of these questions but the more information you supply, the more effective our monitoring will be.

In accordance with the provisions of the General Data Protection Regulations (GDPR) 2018, the information you provide will be held confidentially and can only be used if you give us your consent.

As part of any recruitment process, SSE collects and processes personal data relating to job and volunteer applicants. We are committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. Our data protection policy can be found here: <https://www.the-sse.org/your-data/>

Job Applicant Privacy Notice

As part of any recruitment process, SSE collects and processes personal data relating to job applicants. We are committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does SSE collect?

SSE collects a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process; and
- information about your entitlement to work in the UK;

SSE collects this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment.

SSE will also collect personal data about you from third parties, such as references supplied by former employers. We will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

Why does the organisation process personal data?

SSE needs to process data to take steps at your request prior to entering into a contract with you. We may also need to process your data to enter into a contract with you.

In some cases, SSE needs to process data to ensure that it is complying with its legal obligations. For example, we are required to check a successful applicant's eligibility to work in the UK before employment starts.

SSE has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows us to manage the recruitment process, assess and confirm a candidate's suitability for employment, and decide to whom to offer a job. SSE may also need to process data from job applicants to respond to and defend against legal claims.

For some roles, SSE is obliged to seek information about criminal convictions and offences. Where the organisation seeks this information, it does so because it is necessary for us to carry out our obligations and exercise specific rights in relation to employment.

SSE will not use your data for any purpose other than the recruitment exercise for which you have applied.

Who has access to data?

Your information will be shared internally for the purposes of the recruitment exercise. This includes members of the HR and recruitment team and interviewers involved in the recruitment process.

We will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. SSE will then share your data with former employers to obtain references for you.

SSE will not transfer your data outside the European Economic Area.

How does SSE protect data?

SSE takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

For how long does SSE keep data?

If your application for employment is unsuccessful, SSE will hold your data on file for 12 months after the end of the relevant recruitment process. At the end of that period your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require SSE to change incorrect or incomplete data;
- require SSE to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing; and
- ask SSE to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override SSE's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact office@sse.org.uk. If you believe that SSE has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to SSE during the recruitment process. However, if you do not provide the information, we may not be able to process your application properly or at all.

Data controller: School for Social Entrepreneurs, 2nd Floor, 139 Tooley Street, London SE1 2HZ

Reg. Charity in England & Wales (1085465)

**HR Data Protection Contact: Helen Moules helen.moules@sse.org.uk
020 7089 9120**