

<b>Digital Technology Manager</b>	
<b>Department:</b> HR	<b>Reports to:</b> Director of HR & Corp Serv
<b>Why</b>	<p><b>Main Purpose of the Job.</b> We are seeking an experienced and innovative <b>Digital Technology Manager</b> to lead Outward’s digital transformation and drive technological maturity across the organisation. This role is critical in enhancing digital capabilities to support efficient care delivery, optimise business processes, and improve operational excellence.</p> <p>The primary goals of our digital strategy are to:</p> <ul style="list-style-type: none"> <li>• Enable staff to dedicate more time to face-to-face interaction with the people we support.</li> <li>• Streamline administrative processes and reduce inefficiencies.</li> <li>• Provide robust systems that demonstrate the quality and impact of our services.</li> </ul> <p>As the Digital Technology Manager, you will oversee the implementation, embedding, and continuous improvement of core systems, including a new digital care records platform, Microsoft 365, and other business-critical tools such as HR, time attendance, and recruitment systems. This role involves end-to-end project management, ensuring successful delivery, adoption, and alignment with organisational priorities.</p> <p>You will work collaboratively with senior leaders, operational teams, and external partners to foster a culture of digital confidence, innovation, and continuous improvement. Your expertise will be instrumental in shaping Outward’s digital landscape and ensuring it supports our mission to deliver high-quality care and support.</p>

<b>What</b>	<p><b>Key Accountabilities:</b></p> <p><b>Digital Transformation and Strategy</b></p> <ul style="list-style-type: none"> <li>• Lead the delivery of Outward’s digital transformation strategy, ensuring alignment with organisational objectives.</li> <li>• Identify and prioritise digital initiatives that enhance care delivery, improve operational efficiency, and support strategic goals.</li> <li>• Collaborate with senior leaders and stakeholders to define and implement a roadmap for digital maturity.</li> </ul> <p><b>Project Management</b></p> <ul style="list-style-type: none"> <li>• Oversee the implementation, development and embedding of key systems, including digital care records, Microsoft 365, and other business-critical platforms (e.g., HR, time attendance, and recruitment systems).</li> <li>• Manage the full project lifecycle, from scoping and planning to delivery and embedding, ensuring projects are delivered on time, within budget, and to the required standard.</li> <li>• Coordinate cross-functional teams and external vendors to ensure successful project outcomes.</li> </ul> <p><b>System Integration and Support</b></p> <ul style="list-style-type: none"> <li>• Ensure seamless integration of new and existing digital systems across the organisation.</li> <li>• Oversee the maintenance, optimisation, and ongoing development of implemented solutions.</li> <li>• Develop processes to monitor system performance, troubleshoot issues, and manage system upgrades.</li> </ul> <p><b>Digital Culture and Training</b></p> <ul style="list-style-type: none"> <li>• Promote a culture of digital confidence and innovation, providing guidance and support to staff at all levels.</li> <li>• Work with teams to design and deliver training programmes that improve digital literacy and enable effective system use.</li> <li>• Act as a change champion, fostering enthusiasm and buy-in for digital initiatives.</li> </ul>
-------------	---

<b>What</b>	<p><b>Data and Analytics</b></p> <ul style="list-style-type: none"> <li>• Ensure systems are configured to capture and report key performance indicators, enabling data-driven decision-making.</li> <li>• Collaborate with teams to analyse data and generate insights that inform service improvements and strategic planning.</li> <li>• Maintain high standards of data security and compliance with GDPR and other relevant regulations.</li> </ul> <p><b>Leadership and Collaboration</b></p> <ul style="list-style-type: none"> <li>• Provide expert advice on digital technology to senior leadership and board members.</li> <li>• Build strong relationships with internal teams and external partners, fostering a collaborative approach to digital transformation.</li> <li>• Manage budgets related to digital projects, ensuring financial accountability and value for money.</li> </ul> <p>NB: Day to day IT support and systems are delivered via our Group IT function and therefore not part of this role although close working relationships will be required and joint project planning processes established to deliver on the key projects of Microsoft 365 and digital care records.</p>
-------------	--

<b>What</b>	<p><b>Essential (E):</b></p> <p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Degree in Information Technology, Computer Science, or a related field, or equivalent professional experience.</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Proven experience in leading digital transformation projects, including system implementation and embedding.</li> <li>• Strong project management skills, with a track record of delivering technology projects on time and within budget.</li> <li>• Experience working in a cross-functional role, collaborating with internal teams and external vendors.</li> <li>• Demonstrable knowledge of system integration and maintenance, including experience with platforms such as Microsoft 365 and business-critical applications (e.g., HR, care records, time attendance systems).</li> <li>• Proven ability to drive cultural change and foster digital confidence among staff.</li> </ul> <p><b>Skills and Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Excellent understanding of digital best practices, data security, and compliance standards (e.g., GDPR).</li> <li>• Strong analytical skills, with the ability to use data to inform decisions and demonstrate impact.</li> <li>• Exceptional communication and interpersonal skills, with the ability to explain technical concepts to non-technical audiences.</li> <li>• Excellent organisational and planning skills, with the ability to manage multiple priorities and deliver results under pressure.</li> </ul> <p><b>Personal Attributes:</b></p> <ul style="list-style-type: none"> <li>• Proactive, solution-focused mindset, with a passion for leveraging technology to improve outcomes.</li> <li>• A collaborative and inclusive approach, with the ability to engage and inspire stakeholders at all levels.</li> <li>• Commitment to Outward’s mission and values, including delivering high-quality care and support.</li> </ul>
-------------	---

<b>Person Specification</b>	<p><b>Other Requirements:</b></p> <ul style="list-style-type: none"> <li>• Willingness to travel across multiple sites as needed.</li> <li>• Flexibility to work occasional evenings or weekends to support critical project milestones.</li> </ul> <p><b>Desirable (D):</b></p> <p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Certifications in project management methodologies (e.g., PRINCE2, Agile, or PMP).</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• <b>Experience implementing digital solutions in the care or non-profit sector.</b></li> <li>• <b>Experience in implementing, or developing, or using the following systems: Sona Time Attendance, Nourish care records, Workable ATS, iTrent HR system.</b></li> <li>• <b>Previous involvement in Microsoft 365 rollout projects, including SharePoint and Teams.</b></li> </ul> <p><b>Skills and Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Familiarity with assistive technologies and their application in care delivery.</li> <li>• Knowledge of change management principles and strategies for embedding digital culture.</li> </ul>
-----------------------------	--

	Salary: £47,460.00 pa Date JD reviewed: Jan 2025	
<b>Our values</b>		
<b>Engaging</b> <i>We listen to what people say, we involve people, we are honest and open</i>	We act responsibly We appreciate and respect individuals We are welcoming and inclusive	
<b>Enabling</b> <i>We facilitate, we assist and we support to make things happen</i>	We are committed, passionate and hard working We support people to make informed choices We build upon excellence	
<b>Empowering</b> <i>We inspire and we encourage, supporting people to take control</i>	We are flexible and creative We learn, question, challenge and reflect	
<b>Safeguarding statement</b>		
Outward is committed to safeguarding and promoting the welfare of adults with a learning disability and other people we support who may be deemed vulnerable. Outward expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates		
<b>Disability Confident</b>		
As an employer, who aspire to become Disability Confident Committed, we aim to ensure that a fair and proportionate number of disabled applicants that meet the minimum criteria for this position will be offered an interview. Please indicate clearly at the beginning of your supporting statement if you have a disability (as defined by the Equality Act 2010), and you wish to be considered for an Offer Of an Interview (OOI) Please note that the OOI is available to disabled candidates only. Regrettably, any false declaration of disability in order to secure an interview will impact on your overall application		