

Digital Transformation Lead

Reports to: Head of Service – Progress Pod.

Working with: All areas of the business (including Board, Volunteers and Tenants) and all relevant strategic contracted suppliers, vendors, resellers and consultants.

“Providing excellent services to our tenants and colleagues by maximising the efficiency of data and digital services”.

“Embracing Technology”, “Data Culture & Insight” and “Maximising Technology Benefit” are three of our strategic “digital objectives”. Working with our tenants we need to find ways that supports the introduction of improved customer focused technologies as well as ensuring traditional channels are maintained. We must also ensure we are using our data wisely to enable proactive and informed business decisions as well as leveraging maximum benefit from our existing technologies, whilst keeping one eye firmly on future developments.

As an organisation, we want to be the best and we know that it will take certain people to help us get there. To be a success in this role you will have significant experience in developing innovation strategies through excellent stakeholder and market engagement. Appropriate networking is also critical to ensure knowledge from others is brought into Red Kite.

The role requires the post holder to be resilient, personable, and capable of setting out the strategic landscape for our future digital journey as well as having an unwavering focus on user and customer experience. As a digital leader, you will see solutions not problems, and opportunities where others see challenges.

What we need you to do:

- Align your approach with Red Kite’s Leadership Model – taking ownership, being accountable, supporting your colleagues and demonstrating behaviours that engender trust and collaboration.
- Develop, implement, and maintain the overall strategic direction for our current and future technologies – working collaboratively with the Progress Pod management team where relevant.
- Work closely with the Executive and Senior Management Team to provide input into our overall strategic vision and plans.
- Identify and manage risks relating to innovation ideas, providing the business with the necessary assurance in how these are mitigated.
- Develop and implement policies and strategies that meet the needs of our staff and tenants.
- Be a passionate advocate of our vision, mission, and values.

What you will be responsible for:

- Leading and inspiring the Digital Transformation Stem – working in partnership with the Progress Pod Leadership Team to provide dynamic, collaborative, and professional services to the Red Kite Group.
- Leading Red Kite’s approach to Digital Transformation, ensuring we holistically consider opportunities for improving how we use technology across the business.
- Establish and manage a business wide Steering Group to ensure engagement with stakeholders across the business at all stages of the transformation journey
- Engage with stakeholders across the business to identify innovation opportunities. Ensure that the requirements are adequately researched, documented, and translated into effective and realistic plans which fit with the wider technology environment.

- Assessing the suitability of commercially available technology products for use within the Red Kite Group and leading on their implementation where required.
- Sharing progress of the Red Kite transformation journey and key successes with peers within the housing sector. Promoting Red Kite as an exemplar of digital innovation through the use of social media posts, articles, blogs and conference presentations.
- Contributing to the preparation and monitoring of pod annual and 5 year rolling budgets, ensuring we achieve accurate and reliable forecasts.
- Collaborate with Pod colleagues to ensure any new technology / transformation ideas are compliant with agreed Red Kite technical standards.
- Establishing a culture of innovation across the business and ensuring that all staff, management, and Board Members fully understand the importance of technology, and how it can improve the way the business operates.
- Developing our approach to assessing potential innovation opportunities through the development of effective governance measures to evaluate, plan, implement and review new facilities.
- Work with other members of the Progress Pod to determine the technology system architecture and functional design needed to support new identified opportunities.
- Managing the implementation of the Digital Transformation Strategy to deliver identified opportunities across the business.

Where you have come from:

- Proven experience of developing and implementing digital strategies and the achievement of identified strategic objectives.
- Experience of implementing / working with programme governance frameworks and working to improve the digital culture of an organisation.
- A background of deploying and working to programme and project management best practices.
- Experience of commercially managing strategic suppliers in an IT environment.
- Somewhere you have displayed excellent business acumen and developed exceptional relationship management skills to get the best from people and systems.
- A background of collaborative working across an organisation / with peer and senior managers where personal / pod sacrifices are made for the good of the business / customers.

What our teams will see in you:

- A passionate advocate for digital innovation with the clear correlation of delivering better services to our tenants.
- A leader who motivates and inspires all those around them and who will not accept anything less than the best from our partners, systems, and services.
- An IT expert who they can come to for advice and help with resolving challenges, exploring opportunities, and shaping the strategic plan.
- Someone who is flexible, confident, easy to talk to and seeks out solutions, with a service excellence ethos and 'can-do' attitude to deliver success every time.
- Someone who is well-organised and focused on delivering quality outcomes, who can prioritise, plan and balance tasks and jobs in line with our business objectives.
- A digital leader and team player, who can work closely with colleagues, suppliers and other stakeholders to foster great relationships and return value for the business.
- An approachable, engaging and inspiring leader, manager and colleague.
- A leader who is able to define and monitor innovation opportunities, encouraging continuous improvement.
- Someone who constantly strives to achieve, capture and celebrate good value for money.

As a person, you will:

- Have excellent knowledge of how digital innovation can enhance a diverse and ever-changing business environment.
- Have a 'finger on the pulse' to allow the sharing of digital innovation case studies from within the UK social housing sector
- Have extensive contacts across the UK social housing technology sector to allow the identification of new opportunities and the ability to share knowledge and learning.
- Have great communications skills – someone who has a natural understanding for technology and innovation and an ability to translate it for key decision makers and those who use it.
- Be confident, independent and a problem solver.
- Be accurate, diligent and conscientious – a calming influence and solutions focussed;
- Be highly organised and adept at prioritising in a busy environment.
- Have excellent contract management skills with an ability to get the best from any situation, always thinking and planning for both the short and long term.
- Carry out any additional and ad-hoc tasks as required.
- Adhere to all our policies, procedures and working practices.
- Always be pro-active and up for a challenge, willing to be flexible in order to achieve great things.