



Job Description

Job Title:	Digital Director
Job Grade:	Director - £96,374
Accountable to:	Group Director of Corporate Services

The Digital Director will lead and oversee the operation of the Digital Department and is responsible for making informed strategic decisions, including devising and implementing Digital and Data strategies that deliver our corporate objectives in a way that maximises output and minimises cost.

You are responsible for the flow of information from the Digital Department to the Group Director of Corporate Services, Executive Management Team and the Board.

You will ensure that we're committed to delivering as One Kingdom to provide the highest standard of digital infrastructure, security and services to all of our customers.

You will work closely with the other members of the Senior Management Team to deliver the Group's Vision, Mission and Strategic Objectives.



Responsibilities - Areas that play to your strengths

All the responsibilities we'll trust you with:

Customer Journey -

- Exceed customer needs and expectations and ensure that the customer journey is at the forefront of all decision making.
- Lead and empower your people to deliver exceptional customer experiences.
- Promote a culture of acting on customer feedback and drive transformation across the customer lifecycle.

Leadership -

- Work closely with the other members of the Senior Management Team, in particular the other Directors in Corporate Services, to lead the organisation with integrity and establish and maintain a trusting, inclusive, and efficient environment.
- Lead the Digital Department directly and through coaching and development of senior team members.
- Deputise for the Group Director of Corporate Services on occasions.

Strategy & Performance -

- Draw on relationships with colleagues and partners to make informed strategic decisions, including devising and implementing Digital and Data strategies that deliver our corporate objectives in a way that maximises output and minimises costs.
- Monitor and analyse key business metrics and collaborate with colleagues, especially the other Directors in Corporate Services, in the development of performance goals and long-term organisational plans.
- Analyse business performance to support the delivery of Kingdom Group's Corporate Plan and champion continuous improvement.

Stakeholder Management -

- Work with a variety of internal and external stakeholders to build and improve relationships and promote business growth and sustainability.
- Collaborate with colleagues across the business to promote innovation, support our culture change journey, visibly champion our values and develop a clear sense of direction for the Digital Department and the wider Group.
- Liaise with relevant stakeholders to manage business risk, understand the regulatory landscape and ensure a safe, secure and future-proofed business and organisation.

Your areas of knowledge & expertise that matter most for this role:

- Five or more years in a leadership role in a relevant discipline
- Proven ability to develop and deliver digital and data strategies
- Proven ability to drive innovative digital solutions that deliver great customer experiences and business value
- Extensive experience in a customer focussed role
- Proven stakeholder management experience
- Knowledge of Digital functions within the housing and care sectors
- Proven ability to lead and inspire high performance
- Proven ability to drive career development and performance management
- Experience of promoting and valuing diversity
- Experience of encouraging collaborative working
- Experience in developing strategies, budgets and business plans
- Proven ability to think at a strategic level and see the 'bigger picture'
- Proven ability to coach and mentor teams
- Proven ability of adapting to changing business demands
- Strong working knowledge of relevant regulations and guidelines
- Degree (or equivalent) in a related field