Job Title	Digital Transformation Officer
Team	Finance and IT
Location	Hybrid, working from our Northampton office one or two days per week
Reports to	Director of Finance and Commercial
Salary	£52,000 per annum, plus pension and benefits
Duration	Fixed term contract, three years
Normal Working Hours	36 hours net, per week (full time)

Churches Conservation Trust (CCT) is the national charity caring for historic churches at risk. As the operator of the third largest heritage estate in charitable ownership in the UK, our 356 historic churches include examples of irreplaceable architecture, archaeology and art from 1,000 years of English history.

CCT has an international award-winning reputation in heritage conservation and regeneration. All churches in our care are listed, mostly Grade I and II*, and some are Scheduled Ancient Monuments.

Without our care, these buildings might have disappeared entirely. Instead, they are enjoyed as social, tourism, educational and cultural resources, kept open, in use, and living once again in the heart of their communities.

Overall job purpose

To support CCT's strategy with the replacement/upgrade of its current digital information systems with a new fit for purpose digital environment and manage the Trust's move to this new environment.

The Digital Transformation Officer will work with all teams within the Trust, across all levels of the organisation, developing and implementing CCT's Digital Transformation Strategy. They will take the lead in the further documentation of the system and recommend a product/suite of products that will achieve the Trust's Digital Transformation programme.

As Digital Transformation Officer, you will oversee teams that use agile, data-driven, and digital solutions to address the human factors that affect CCT's capacity to achieve its strategic goals. These factors include how to cultivate, engage, evolve, measure and bring CCT's workforce along the digital transformation experience.

Key relationships

The post holder will work closely with all teams across the Trust, will also have regular contact with regional business officers, the IT Manager and the Fundraising and Membership team.

Key duties and responsibilities

1. **Project management and delivery**

- Lead in developing and carrying out Organisational Change Management (OCM) Digital Transformation activities for the digital transformation project, such as but not limited to solutions for stakeholder involvement, change management, training, communications, organisation design and governance, and culture that help leading clients (CCT's teams) achieve their digitalisation objectives.
- Control the group in charge of creating and implementing user acceptance campaigns for initiatives including technical implementations, digitisation, and emerging technologies.
- Develop the overall digital transformation strategy and specific plan(s) for the full lifecycle of technical implementation and new technology initiative.
- Manage the entire work plan for the digital transition, provide monthly status reports, locate problems and control risks.
- Deliver using Agile SDLC techniques to improve solution quality, allow for flexibility, and discover new growth possibilities.
- Understand solutions that will take these criteria into account by converting business needs into the corresponding technical requirements.
- Organise and direct business development activities, such as client presentations, proposal creation, and Statements of Work (SOW).
- Recognise the full scope of CCT's technical environment.

2. **Analytics, assessment, and learning**

- Conduct assessments of corporate culture, performance, and change readiness while leading one or more teams to build and implement digital, data visualisations of our work products for the teams.
- Define prospects for future learning that will allow the application of digital transformational technologies.
- Showcase the interpretation and use of analytics and models to a business problem.

3. **Communication**

- Establish and maintain communication with key customer decision-makers; lead and coordinate pursuit teams.
- Inform corporate audiences about concepts related to digital enablement.
- Humanise the cultural ramifications of Digital Transformation project.

4. **Other**

- Inform CCT Teams on industry developments and best practices that will affect them as they navigate the digital world.
- As needed, connect digital transformation activities with other work streams and make sure they adhere to the project's overall timeframe and major milestones.
- Develop and deliver initiatives for the growth of practices such as culture-building, internal community involvement, eminence, recruiting.

N.B. This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

Additional Information:

Travel

This role involves travel nationally. You will be expected to use public transport as far as possible.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, volunteers and visitors. All staff have a responsibility to manage risk within their sphere of responsibility.

All Trust employees are accountable, through the terms and conditions of their employment, and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

Data Protection

If you have contact with computerised data systems, you are required to process and/or use information held on a computer in a fair and lawful way. You are also required to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose.

Safeguarding

We believe that everyone we come into contact with has the right to be protected from all forms of harm. We want everyone visiting our churches, volunteering with us, or working with us to have a safe and enjoyable experience. We will not tolerate abuse, maltreatment, or exploitation by or to our staff, volunteers, or members of the public. **We expect our staff to share this commitment.**

Mandatory training (for all roles)

If successful, you will be required to complete mandatory compliance training including, but not limited to:
- Equality, Diversity, and Inclusion
- Bullying and Harassment for Employees
- Stress Awareness
- Mental Health Awareness
- Health & Safety Essentials
- Fire Awareness
- DSE Assessment
- GDPR UK Awareness
- Safeguarding Awareness
- Effective Remote Working (if applicable)

Person Specification

Section One: Essential Criteria

	Essential Criteria	How this will be assessed
1	Educated to degree level or equivalent experience or professional training	A
2	Experience of initiating and compiling data audits and present findings	A, I
3	Experience of working with CRM systems, content management systems (CMS), electronic document and record management systems (EDRMS) and other databases.	A, I
4	Experience of creating, processing and maintaining key documents such as plans, strategies, business cases risk registers and briefings	A, I
5	Experience of leading and implementing an organisation wide digital transformation project	A, I
6	Experience in training and delivering training	A, I
7	Experience of working in a project and collaborative environment, with minimal supervision	A, I
8	Possess excellent Microsoft Office application skills	A
9	Have an up to date understanding of new and emerging technologies and the scope for exploiting them	I
10	Knowledge of the relationship between strategic objectives and Digital Transformation	I
11	Ability to take initiative and responsibility for own work	A
12	Excellent written and oral communication skills	A, I
13	Able to be flexible, multi-task and demonstrate excellent organisational and project management skills	A, I
14	Possess persuasive interpersonal skills; able to communicate technical information to non-technical audiences	I
15	Take on any other duties as may be reasonably required within the scope of the role	A
16	Energy, resilience and reliability	A, I

Information on assessment methods

Code	Assessment method	This means…
A	Application	You need to provide examples and evidence as to how you meet this criteria in your application.
I	Interview	You will be asked competency based questions around this criteria at interview.
T	Test	This could be an ability test or group exercise assessing you against the criteria.
P	Presentation	You will be asked to prepare or give a presentation to demonstrate against this criteria.

Selection criteria

The candidates who appear from their application to best meet the person specification criteria will be invited to interview. It is therefore essential that your application gives a full but concise description of the nature, extent, and level of the responsibilities you have held. The shortlisting criteria are detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed in your application. Applications by CV only will not be accepted.

We are an inclusive employer and offer equal opportunities to all regardless of an individual's age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex and sexual orientation.

We are not a licenced sponsor at this time. Any offer of employment will be made subject to valid right to work in the UK being provided.

Employee benefits

- Membership of the generous Civil Service Pension scheme
- 27.5 days annual leave provision, rising 30 days after five years' service and 33 days after ten years
- flexible working arrangements
- home working allowance for home-based staff
- life assurance through the Civil Service Pension scheme
- learning and development opportunities
- enhanced parental leave arrangements
- a free and confidential employee assistance programme
- season ticket loans and cycle to work scheme
- subscription allowance to a professional body
- 20% staff discount on Champing™ at CCT sites

How to apply

If you would like to apply for this role, please visit our Recruitment Portal. You'll be asked to submit a CV and a short supporting statement (max 2 sides A4) outlining how you fulfil the person specification for this post.

Please note direct applications via email **cannot** be accepted for this role; only applications submitted through our recruitment portal will be considered.

The closing date for receipt of applications is **8am** on **Monday 10th June 2024**.

Interviews will be held on **Monday 24th June** in **Northampton**. Please note that the interview dates and location have been specifically chosen according to the availability of the panel.

We are a Disability Confident Committed Employer. Candidates who declare that they have a disability and who meet the essential criteria for the job will be offered an interview.

If you have any queries about this role, or if you have a disability and wish to request a reasonable adjustment at any stage of the recruitment process, please email recruitment@thecct.org.uk

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