

CPC494 - Head of Digital Workplace

Location	Milton Keynes or London
Reporting to	Chief Information Officer
Working hours	Full time
Contract type/duration	Permanent
Date written	September 2021
Closing date	14 th November 2021

Purpose of the role

As Head of Digital Workplace, you will play a key role in driving future innovation and continuous improvement of the services that enable Connected Places Catapult to successfully meet its strategic objectives. This role is responsible for helping to set the technical direction within the organisation of information systems and to support data led decision making.

The role will be responsible for the management and oversight of the Digital Workplace team and the introduction of new transformative digital innovations as we develop out our Microsoft suite of products (including MS Dynamics, M365 and the Microsoft Power Platform as well as networking and endpoint solutions). Experience is critical in the design and delivery of complex enterprise solutions built around the Microsoft technology stack. The role will involve managing the teams responsible for these technologies, working closely with both in house specialists together with external consultants, partners and the wider business. The role will work alongside an inhouse corporate IT team running infrastructure and service delivery of existing services to the business and cyber security.

The role will focus on ongoing analytic review of business-wide processes and systems to allow for continuous improvement in the way we operate; creating new tools/ functionality, software roll outs and developing automations to reduce pressures across the business and free up capacity. The reviews will both shape and be guided by longer term plans.

Key Responsibilities

- Direct the strategy for the team's activities, ensuring CPC corporate strategic aims are deliverable through systems and tools, contributing to corporate strategy as required.
- Provide leadership, mentoring and development to the team by role modelling standards of professional conduct, commercial acumen, coaching and mentoring team members, cascading and managing towards objectives, and managing towards high performance.
- Proactively work with relevant stakeholders, internal and external and at all levels. This includes providing strategic advice as required to the Corporate Management Team, CPC Board (and relevant sub-committees) as well as presenting using expertise and knowledge as and when appropriate.
- Manage and be accountable for the budget for the team when devolved, ensuring expenditure is in line with expectations. This includes making appropriate business cases for additional investment for consideration of the Corporate Management Team (CMT), as required along with providing advice to HR on future recruitment

requirements to enable prompt action to fill organisational roles in the most appropriate way.

- Work collaboratively with leadership team colleagues, providing advice and input to operational and strategic plans.
- Effective management of resources ensuring an appropriate level of task management vs strategic support for permanent and fixed term employees, and project resources are brought into the organisation in a timely and appropriate manner to ensure deliverables and KPIs are met. This may include developing and managing framework agreements with contracted resources and service providers in collaboration with the Catapult's commercial team.
- As a key member of the leadership team, responsible for ensuring corporate information is properly cascaded to team members as required, and business confidential information is maintained appropriately.
- This role may require some travel and may also require the management of teams in multiple locations.
- You may be required to undertake any other reasonable duties to support the Catapult in achieving its strategic outcomes and ensure effective business operations.

Required skills and experience

Essential

- Being 'Microsoft First' in our systems solutions to maximise interoperability with current tools and collaboration approaches, it is essential that the post holder has Knowledge of Microsoft products and services to be able to support the growth of the vision.
- Identifying and developing opportunities for the continuous improvement of services across the organisation from contract to tools (and deliver improvement projects from inception to completion)
- Demonstrable experience leading on high value, highly complex projects, ensuring successful delivery within time, cost and quality parameters.
- Experience in innovation in digital technology, AI or related sectors would be a considerable advantage.
- Significant prior experience leading multidisciplinary and multinational teams of professionals including demonstrable experience in exceeding performance and continual improvement metrics business wide.
- Highly collaborative working style and experience of dealing and influencing diverse internal and external stakeholders; including Boards, Suppliers, Partners and internal leadership, and with the ability to enable and gain commitment.
- Previous experience in operationalising strategic organisational objectives and managing business units and teams towards achievement of those goals.
- Significant previous experience managing a budget and P&L for a business unit, with the capability to understand and interpret management information for business decision-making.
- Strong leadership, management and interpersonal skills to ensure you are driving and engaging your team to meet Catapult and team objectives, cascading as appropriate.
- Experience of recovering failing projects/programmes.
- Working with your team to proactively develop their capabilities and skill sets.

- Leading by example and being a champion of the Catapult when engaging with stakeholders.

Desirable

- Relevant masters-level qualification or equivalent demonstrable experience.

To apply for this role please email us on jobs@cp.catapult.org.uk with your CV and covering letter attached quoting the ref: **CPC494**

Employment here is based solely upon individual merit and qualifications directly related to professional competence. We strictly prohibit unlawful discrimination or harassment on the basis of race, colour, religion, national origin, ancestry, pregnancy status, sex, gender identity or expression, age, marital status, mental or physical disability, medical condition, sexual orientation, or any other characteristics protected by law. We also make all reasonable accommodations to meet our obligations under laws protecting the rights of the disabled.