Job Description

Title: Technology Transformation Manager

Responsible to: Head of Operations

Location: Bath (including home working during Covid restrictions)

Duration: 18 months fixed term contract. Open to part time and flexible working

About Designability

Designability is an independent, national charity that enables disabled people to live with greater independence. Our expertise is in user-centred design, creating products with and for disabled people to improve and enrich their lives.

The common thread through all of our work is in the design, creation and provision of a product to increase independence for disabled people. This is not just about products people need, but products they *want* to use.

We deliver choice by involving disabled people across our organisation and throughout the design process to create innovative product solutions not available elsewhere. We create great looking, easy-to-use products that go beyond basic functionality and we partner with industry to help as many people as we can – we've transformed over 300,000 lives to date.

As a charity, our mission is get the right products into the hands of those who need them. We build prototypes and develop products in response to specific needs, in the hope that our products will inspire new markets to blossom.

Purpose of the role

This is an exciting new role created to increase and improve the use of technology across the charity, maximising efficiency and stepping up the use of data to drive decision making. You will liaise with staff across departments to review the systems used to manage our services and finances, as well as organisation-wide IT provision, You will provide recommendations for improvement either through the updating of existing systems or replacement with new solutions, and manage the implementation of those recommendations.

The main purpose of the role is to plan, manage and lead a technology transformation programme across the organisation, involving new system and infrastructure IT projects to ensure all business functions have appropriate systems in place.

Responsibilities:

- Plan, manage and lead a technology transformation programme across the organisation, involving new system and infrastructure IT projects to ensure all business functions have appropriate systems in place

- Liaise with Heads of Departments and staff members to fully understand business requirements, recommend appropriate solution and project manage delivery

- Project management of systems projects from start up to post implementation review

- Contract management of IT and Technology contracts, including tendering, contract negotiation, contract implementation and contract review

- Create effective business cases which define project scope, cost and deliverables to present to the Heads of Department team and/or Board for agreement

- Coordinate, manage and control all stages of a project using appropriate project management techniques and best practice project management principles

- Produce, maintain and execute detailed project plans to manage and track progress with regular updates to the Board, to revise project plans as appropriate and escalate any major cost variances, to meet changing needs and requirements

- Effectively manage and resolve risks and issues, through continual analysis, prioritisation and mitigation via a risk and issue register

- Build and develop effective working relationships throughout the organisation and with external vendors

- Plan, manage and deliver training to end users across the organisation

- Conduct a post-implementation project review and produce handover documentation from project to business-as-usual status

- Provide guidance on aspects of Information Security and Governance where required

- Be "hands on" and provide support where needed

- Be committed to the work of Designability and work in accordance with the organisation's policies and procedures

- Conduct such other duties as may be required by the organisation from time to time

- Willing and able to undertake work outside normal hours and to travel as required

Terms of employment

This post has a 3 month probation period

All staff within Designability are subject to a basic Disclosure and Barring Service Check before an appointment can be confirmed. If the role requires direct contact with children or vulnerable adults, then an Enhanced DBS check would be required.

Person Specification

Criteria	Essential	Desirable
Qualifications	Educated to degree level or equivalent experience in an IT project management role Recognised project management qualification	
Experience & Knowledge	Experience of technology programmes, IT infrastructure and software, Information Security and Governance Track record of successfully managing end-to-end IT projects to budget, scope and time Experience and in-depth knowledge of project management approaches, tools and the phases of the project lifecycle Experience in IT contracts management, including preparation and invitation to tender, negotiation, contract implementation and contract review Experience in creating, co-ordinating and delivering training for new systems Experience of working in an environment with limited budgets Proven track record of building and managing effective relationships with senior business leaders, peers, colleagues, stakeholders and suppliers	Experience working within a charitable organisation Knowledge of MS Dynamics 365 Knowledge of Sage accounting systems

Skills	Budget management skills and the ability to maximise benefits Exceptional communication, influencing and negotiation skills Ability to write persuasive, high quality reports, presentations, business cases, tender documents and project plans. Strategic thinking and vision to deliver IT architecture that meets the business need Strong analytical skills and attention to detail	
Attributes	A collaborative, innovative and agile approach both to planning and delivery of projects Thorough and focused with a high level of attention to detail, and highly organised Committed to good governance and effective processes Able to be creative, proactive and resourceful to get work done quickly and to a high standard Self-motivated and confident Good team worker, able to build strong relationships both internal and external to the company Demonstrates a positive attitude to change Willing and able to take on responsibility for tasks, and learn new skills and systems Willing to get involved in all aspects of a project when necessary Excellent communication and presentation skills	

Team Structure
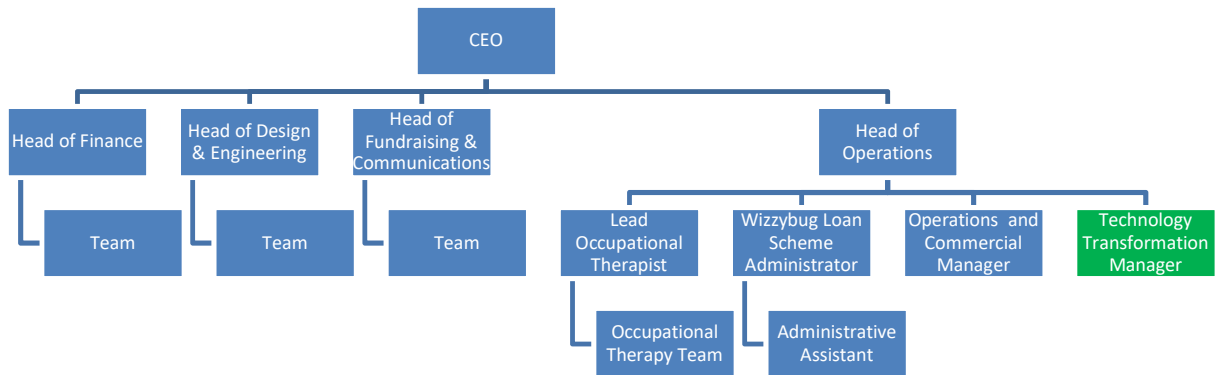
Benefits that come with working for Designability

Looking after its employees is important to Designability – supporting everyone to be happy and healthy means that we live our values of being creative, practical and inclusive and in turn meet our mission to enable disabled people to live with greater independence.

To find out what benefits we currently offer to our team, please visit:
https://designability.org.uk/benefits-that-come-with-working-for-designability/