

Role Profile

| Details | |
|--|------------------------------|
| Job title: | Digital & Technology Officer |
| Reporting to: | Digital & Technology Manager |
| Location: | Harrogate |
| Line reports: | N/A |
| Overall purpose of the role | |
| <p>To support and lead (where appropriate) the delivery of digital and technology projects to ensure that Yorkshire Cancer Research has the tools, services and capabilities to be able to deliver against the Charity's strategy. This includes assisting in the administration and delivery of the Digital Roadmap, coordinating and leading on some digital and technology projects and supporting all departments in the discover and implementation of digital enablers. This role is also responsible for the IT support and coordination.</p> | |
| Key responsibilities | |
| <p>Support the delivery of Digital Roadmap</p> <ul style="list-style-type: none"> • Support the administration of the Digital Roadmap including minuting relevant review meetings and updating and distribution, as necessary. • Assist in research and preparation of reports on required topics to inform the Digital Strategy and Roadmap. • Working with the relevant Digital team members and/or other teams to support the establishment of digital/technology projects and initiatives on the Digital roadmap including planning, benefits articulation and requirements gathering. • Administration of digital systems and resources across the team to support the delivery of the Digital Roadmap e.g. setting up planners and Trello boards, adding new users to MS Teams etc. • Working with the Head of Digital and the Digital & Technology Manager to promote lean, iterative, collaborative, matrix and user-centric planning and working practices within digital project teams. • Support the Head of Digital in the preparation and delivery of relevant training for all to enhance the digital skills and capabilities across the charity. • Provide general administrative support to the Head of Digital and Digital & Technology Manager such as note taking, diary management etc. • Undertake other duties relevant to the purpose of the role as requested by the Head of Digital and/or the Director of Finance & Corporate Services. <p>Project support and delivery</p> <ul style="list-style-type: none"> • Work with the Project Leads and teams to co-ordinate and develop project plans. • Assist in the arrangement of project meetings, co-ordinate papers and produce and distribute documentation such as agendas and minutes as needed. • Support all teams in the delivery of Digital projects, including updating project documents, reporting, risk and issues management etc. liaising with Project Leads as needed. | |

- Carry out some analysis, stakeholder management and project management activities as required.
- On occasion/as required act as project lead for some digital projects adhering to the Charity's project management methodology.

IT Support and Coordination

- Monitor IT support tickets to ensure they are resolved within SLA time frame
- Arrange Quarterly review meetings and take minutes and log actions
- First port of call for Trusted Admin Authorisation (along with Head of Digital & Director of F&CS)
- Obtain Quotes for Hardware/Software as needed
- Order New Hardware for New starters plus accessories
- Raise a New starter Form and send it to 3rd Party IT Partner to set up new user logon. E.g. what drive access they need, email address, username, password
- Set up New Starters hardware (in conjunction with 3rd Party IT Partner)
- Arrange timeline with 3rd Party IT Partner's Projects team for engineers to attend site as and when necessary
- Liaise with 3rd Party IT Partner regarding quarterly health checks
- Liaise with 3rd Party IT Partner regarding rebooting of system when necessary and informing all colleagues when this will take place
- Liaising with New Starters regarding showing them how to contact 3rd Party IT Partner support team
- Assisting New starters with physical logging on and basic training on how to navigate round the files e.g. VPN access and where to find their relevant files etc.
- Support for colleagues who have IT queries

Team collaboration

- Role model the values of the charity.
- Help to establish and maintain a supportive and stimulating working environment within the Digital team and project teams that generates high capability, autonomy, collaboration, trust, high performance and efficient, effective delivery.
- Support other teams in the organisation as necessary to achieve charity-wide goals and priorities.
- Represent the Digital team on digital or technology related issues as and when required.

Qualifications

- Bachelor's degree or equivalent in a relevant subject.
- Evidence of continuous professional development relevant to the role and level.

Knowledge and experience

- Exposure to project management or delivery environment desirable, particularly digital project.
- Experience of developing and maintaining strong relationships with a broad range of stakeholders.
- Experience of working with digital tools and services is desirable.
- Experience of working with third party relationship management is desirable.
- An understanding of digital and technology landscape.
- An understanding of digital transformation is desirable.

Skills and abilities

- Excellent written communication skills, able to communicate complex ideas to a wide audience.

- Excellent networking and interpersonal skills with an ability to engage with a wide range of internal and external stakeholders.
- Excellent organisational skills, including time management skills, the ability to prioritise workload to meet deadlines and coordinate multiple complex projects.
- Able to develop reports and present complex information to range of stakeholders.
- Able to carry out research and analysis and document and/or present.
- Able to work autonomously and as part of a team.
- Ability to adapt to change and manage workloads effectively.
- Excellent attention to detail.
- Be flexible, determined and methodical.
- Strong digital and IT skills including Office 365, CRM and collaboration tools.

Values and behaviours

- Passionate about the values of Yorkshire Cancer Research (see 'Our Values' included in this pack).
- A dedicated and respected team player creating effective working relationships with others.
- Comfortable with changing environments and demonstrates resilience.
- A relentless commitment to continuous improvement.
- A passion for excellence.

Other requirements

- Proof of your eligibility to work in the UK.
- Professional qualification check and DBS check (to be undertaken once role is offered and accepted).

Our Values

| Values | Behaviours to be demonstrated |
|---------------------------|---|
| DELIVER IMPACT | <p>Drive for results:</p> <p>Searches out target audience intelligence to inform decisions, taking time to understand target audience requirements and insights.</p> <p>Thinks analytically about Key Performance Indicators (KPIs) and how to achieve them.</p> <p>Appropriately delegates responsibility to team members to deliver against goals and KPIs and supports them to achieve their targets.</p> |
| | <p>Efficiency:</p> <p>Understands the availability of resources, making and following plans to leverage these for best effect.</p> <p>Sets timescales and pushes to make things happen quickly and efficiently.</p> |
| HAVE INTEGRITY | <p>Honesty and respect:</p> <p>Earns the trust and respect of line reports, colleagues and business contacts by being reliable and professional at all times.</p> <p>Represents Yorkshire Cancer Research values and behaviours through all contact with potential and existing suppliers.</p> |
| | <p>Courage and conviction:</p> <p>Is decisive in establishing clear priorities for self and team.</p> <p>Tough and resilient when dealing with change.</p> |
| CHAMPION EXPERTISE | <p>Continuous improvement and innovation:</p> <p>Uses data and facts – rather than anecdotes - to influence decision-making.</p> <p>Takes the initiative in identifying and embracing the opportunity for improvement and puts this firmly on the Yorkshire Cancer Research agenda.</p> |
| | <p>Governance / control:</p> <p>Contributes to the development of new processes and ways of working that address/meet relevant governance and control requirements.</p> <p>Follows the Charity’s ethical code of conduct and ensures suppliers do too.</p> |
| ONE TEAM | <p>Collaborative:</p> |

Collaborates cross-functionally to facilitate high levels of organisational alignment.

Develops and maintains a network of contacts outside and across Yorkshire Cancer Research.

Leadership:

Is a role model for Yorkshire Cancer Research values.

Builds an effective, collaborative team.

Provides clear, consistent messages about the direction of Yorkshire Cancer Research.

Identifies and addresses team member's development needs.

Actively supports change.

Encourages and allows people to take responsibility and exercise initiative.