Role Profile

Details

Job title: Digital & Technology Officer
Salary: £25,000 – 30,000 per annum
Contract type: Permanent - 37 hours (Full Time)
Reporting to: Digital & Technology Manager
Location: Harrogate, North Yorkshire
Line reports: None

Overall purpose of the role

To support and lead 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 digital and technology projects and supporting all departments in the discovery and implementation of digital enablers. The Digital & Technology Officer is also responsible for IT support and coordination across the Charity.

This is an exciting new role within Yorkshire Cancer Research's expanding Digital team and an excellent opportunity to join the Charity at a time of growth and rapid digital transformation. The successful applicant will possess solid digital experience and skills and will be able to grow and develop in the role, whilst influencing and guiding the digital and technological direction of the Charity.

Key responsibilities

Supporting Delivery of the Digital Roadmap

- Work 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.
- Assist in research and preparation of reports on required topics to inform the digital strategy and roadmap.
- Support the administration of the digital roadmap, including minute taking in relevant review meetings and distributing these as required.
- Manage the 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.
- Work 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 preparation and delivery of relevant training 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.

Project Support and Delivery

- Work with the Project Leads and teams to co-ordinate and develop project plans and other project documentation.
- Arrange project meetings, co-ordinate papers and produce and distribute documentation such as agendas and minutes as needed.
- Support teams across the Charity in the delivery of digital projects, including updating project documents, reporting, risk and issue management etc. Liaise with Project Leads as needed.
- Carry out various analysis, stakeholder management and project management activities as required.
- Act as project lead for some digital projects adhering to the Charity's project management methodology.

IT Support and Coordination

- Respond timely to IT queries from colleagues.
- Monitor IT support tickets to ensure they are resolved within SLA time frame.
- Act as a first port of call for Trusted Admin Authorisation (along with the Digital & Technology Manager and Head of Digital).
- Obtain quotes for hardware and software as needed.
- Manage timelines and liaise with 3rd Party IT Partner regarding quarterly health checks and arrange for engineers to attend site as and when necessary.
- Liaise with 3rd Party IT Partner regarding any planned system downtime, ensuring all colleagues are informed.
- Arrange quarterly review meetings, taking minutes and logging actions.
- Oversee the digital employee onboarding process including creation of new starter forms and order and set-up of new hardware in conjunction with 3rd Party IT Partner.
- Assist new employees with digital training including providing information on how to contact 3rd Party IT Partner support team and navigating the Charity's systems.

Team Collaboration

- 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 as necessary to achieve charity-wide goals and priorities.
- Represent the Digital team as and when required.
- 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.

Qualifications

Essential:
- Evidence of continuous professional development relevant to the role and level.

Desirable:
- Bachelor's degree or equivalent in a relevant subject area.

Knowledge and experience

Essential:

- Proven experience of working in a digital and technology role at a similar level.
- A comprehensive understanding of the digital and technology landscape.
- Experience of working on multiple projects within a project management or delivery environment, particularly in digital or technology field.
- Excellent track record of contributing to the delivery of multiple/varied digital or technology projects and/or services.
- Experience of stakeholder management at all levels.

Desirable:

- Experience of coordinating IT services.
- Experience of delivering customer facing digital products or services.
- A solid understanding of cyber security.
- Experience of managing relationships with third parties.
- A comprehensive understanding of digital transformation.

Skills and abilities

Essential:

- Strong digital and IT skills including Office 365, CRM and collaboration tools.
- Excellent written communication skills and the ability to succinctly communicate complex ideas to a wide range of audiences.
- Exceptional 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 and the ability to prioritise workload to meet deadlines and manage multiple workstreams on an ongoing basis.
- 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 efficiently both autonomously and as part of a team.
- Able to adapt to fast-moving situations.

Values and behaviours

Essential:

- A demonstrable passion for digital and technology.
- 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.
- Resilient, flexible and comfortable with changing environments.
- A relentless commitment to continuous improvement and a passion for excellence.
- An excellent attention to detail.

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

	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.