

Post Title	Head of Technology
Business Area	People & Digital
Directorate	People & Digital
Responsible to	Director of People & Digital
Responsible for	Technology Team and Service

Purpose of the Job:

The Head of Technology is Bield's principal technical authority and a key member of the leadership team. The postholder leads the Technology service and is accountable for the security, resilience, development, standards and operational effectiveness of Bield's technology environment.

As a senior leader, the Head of Technology shares responsibility for shaping organisational direction, culture, performance and delivery. The postholder contributes beyond their professional specialism, works collaboratively across Bield, turns strategic priorities into deliverable plans, and helps shape Bield's digital and innovation direction, priorities and capacity.

The Technology function supports Bield by ensuring that its ambitions are technically viable, secure, appropriately resourced, sustainable and aligned with Bield's digital strategy, enterprise architecture and agreed principles. The function works collaboratively with business and service leads to understand tenant needs, operational requirements and sector developments, and to support Bield in delivering its intended service outcomes. The Head of Technology provides the architecture, integration, cyber security, data expertise, technical challenge and assurance needed to ensure that technologies operate as part of a coherent Bield environment.

What Success Will Look Like

Success in this role means that Bield has secure, resilient, reliable and effective technology services, supported by clear standards, strong governance and a realistic development roadmap. Technology investment is prioritised in line with organisational capacity and combines sound technical foundations with a clear understanding of tenant needs, operational services and the wider housing and care sectors.

Key Accountabilities

- Lead the Technology team and contribute to leadership across the organisation, primarily as a member of the Leadership Group.
- Set and manage the Technology budget, controlling costs while delivering an excellent service.
- Maintain control of enterprise architecture, including solution and systems design, procurement, interoperability, strategic planning and change.
- Manage suppliers and vendors, ensuring that third parties meet their contractual obligations.

- Deliver an excellent IT service to Bield in accordance with ITIL standards.
- Provide appropriate technical oversight, ensuring that technology decisions are sound, well-considered and clearly communicated.
- Document and monitor technology skills within the team and across Bield, enabling effective training programmes to be developed and delivered.
- Lead succession planning and resource management, minimising single-person dependencies and supporting career pathways for Technology team members.
- Oversee the delivery of data and analytics to support business operations and wider management needs.
- Maintain all IT policies, processes and procedures.
- Establish appropriate documentation repositories and document-management processes, ensuring that records remain current.
- Contribute to business continuity planning by supporting disaster recovery plans and business impact assessments, and by ensuring that business continuity is reflected in technology delivery and architecture.
- Manage IT risks through effective identification, assessment and remediation.
- Produce performance reports that demonstrate service quality.
- Prepare reports for, and support meetings of, the Board, committees and Audit.
- Undertake any other reasonable duties assigned by the postholder's manager or another senior manager within Bield.

Health and Safety

Bield Housing and Care is committed to providing a safe and healthy workplace for everyone. All employees must take reasonable care of their own health and safety and that of others who may be affected by their actions. Employees are expected to comply with all aspects of Bield's Health and Safety Policy, including participating in training as required.

Equality and Diversity

Bield Housing and Care is committed to creating an inclusive workplace where everyone is treated with dignity, fairness and respect. We welcome applications from people with diverse backgrounds, experiences and perspectives, and make employment decisions based on the requirements of the role.

Reasonable adjustments are available throughout the recruitment process and employment to help candidates and employees participate fully.

Additional Information

- The role will normally be worked Monday to Friday, 9.00 am to 5.00 pm. Flexibility is required, and occasional evening or weekend work may be necessary.
- The role will be based at Bield's Edinburgh or Glasgow office, with home working available for a significant part of the working week (normally three to four days).
- The role may require extensive travel; therefore, a full driving licence and access to a car are essential.

Person Specification

Experience

Criteria	Level
A proven track record of work experience in the technology sector, including success in a management or leadership role.	
Demonstrable professional experience as a senior leader in a technology role, such as Head of Service, Head of Infrastructure or IT Operations Manager.	Essential
Demonstrable experience of delivering a cyber-security programme, such as ISO 27001, Cyber Essentials Plus or SOX.	Essential
Demonstrable experience of delivering a technology risk-management programme.	Essential
Demonstrable experience of delivering an architectural plan or transforming an IT estate.	Essential
Demonstrable experience of managing vendors and supplier relationships.	Essential
Demonstrable experience of setting and managing budgets.	Essential
Experience of service delivery in the public sector.	Desirable

Knowledge, Skills and Behaviours

Criteria	Level
Leadership skills, including setting direction, managing performance and monitoring progress against strategy.	Essential
Strong planning skills and strategic vision.	Essential
Effective coaching and mentoring skills.	Essential
A problem-solving mindset, with the ability to demonstrate logical thinking and effective troubleshooting skills.	Essential
Ability to interpret and analyse complex data, assess options and reach well-informed conclusions.	Essential
Deep technical knowledge, without the role being hands-on, sufficient to command respect among the team and stakeholders.	Essential
Ability to communicate clearly and effectively with a range of audiences, using appropriate formats and channels.	Essential

Professional Membership and Qualifications

Criteria	Level
	Essential or Desirable
Educated to Degree Level in Computer Science, Information Technology, Computer Engineering (or a closely related field) or equivalent experience through work experience in an organisation of similar size, scale and complexity to Bield (500 employees or greater).	Essential
ITIL Level 4 qualification or equivalent	Essential

Service-Specific and Role Requirements

Criteria	Level
Full driving licence and access to a roadworthy car, insured for business travel.	Essential
Commitment to supporting high-quality services for older people and adapting effectively to changing service needs.	Essential
Ability to work outside normal office hours, including evenings and weekends, when required.	Essential
Willingness to participate in training and to travel to attend training or meetings as required.	Essential