



Affordable homes.
Exceptional care.

Job Description

Director of Business Development and Digital

Reports to

Chief Executive

Job Purpose

Lead and empower the Business Development & Digital teams to deliver outstanding and innovative services

Values and Behaviours

Believe in better

- Strive to make every experience exceptional
- Make every decision and action a responsible one; compliant, ethical, respectful and good for our planet
- Think commercially and compassionately to deliver exceptional value
- Strive for simple and be data led
- Make incremental improvements everyday, to set new standards we can all be proud of.

Here for each other

- Be kind, listen closely, trust and be trusted as we encourage and support each other to bring out our best
- Promote inclusivity, embrace diversity and recruit on fit first
- Welcome partnerships and collaborations so we might enjoy the benefits that new perspectives bring.

Love to learn

- Be curious to try, fail and learn by experimenting inside a safe space
- Commit to developing yourself and your skills and others along the way
- Take pride in contributing to the bigger picture, and help us to grow sustainably
- Take the lead. Be confident with your ideas, voice and actions.

Accountabilities

- Act as Trust's **principal strategic advisor** to the Board, Chief Executive and Executive Team and lead on the development and implementation of overall business strategy and supporting KPI framework and programme office capability.
- Attend, advise and provide reports to the **Board and Audit and Performance Committee** across all areas of responsibility.
- Act as the **Chief Transformation Officer** and provide effective strategic leadership and co-ordination for the enabling functions of transformation: technology, digital and data, service design, brand, HR and OD, and programme management.
- Lead, alongside the CEO, on developing opportunities for **strategic partnerships** and the integration of successful partnerships.
- Lead on the strategic direction and implementation of Trust's **technology, digital and data programme** in order to enable the best possible customer and employee experiences, and keep Trust at the forefront of digital innovation and the use of data and emerging technologies.
- Lead on embedding **service/user centred design** and an innovation and continuous improvement mindset across the business, and provide leadership and coaching to support the internal capability to design effective services that put users at the heart of design and are co-designed with users.
- Lead on the **management and development of Trust's brand** and external communication across our **digital platform**.
- **Lead, develop and coach teams and individual** to help them achieve their potential and foster a culture of empowerment, high performance and collaboration.
- **Provide leadership across the Business Development & Digital function** including leading on setting priorities; managing resources, budgets and risk; taking overall accountability for data quality and compliance, managing positive supplier and stakeholder relationships and ensure that appropriate strategies, policies and procedures are in place and adhered to.

Shared Executive Responsibilities

- Act as an executive member of Trust's Board and Committees and principle strategic advisor to the Board, advising and assisting in setting strategic direction and lead on the development and implementation of business strategy.
- Lead on governance and financial plans to meet strategy along with external statutory and regulatory obligations and internal performance and financial targets.
- Ensure comprehensive financial and risk management strategies are developed and implemented to ensure sustainability of the organisation.
- Lead on the development and promotion of all Trust's products, services and activity and build and seek out and enhance relationships and partnerships, new perspectives and ideas, new technology and approaches to keep Trust at the leading edge
- Passionately promote and welcome diversity in all its forms, and ensure compliance with all Trust policies and procedures

Knowledge and Experience

- Degree level educated with a demonstrable commitment to continuing professional development
- High level of experience of leading a diverse function and multi-disciplinary employee groups, and delivering change in a customer focused environment
- Experience of facilitating the development and implementation of organisational strategy and performance frameworks
- Evidence of working as a highly experienced, capable people manager, able to lead, coach and inspire others at all levels to deliver against demanding objectives and fulfil their potential.
- Able to demonstrate extensive financial acumen, including associated risk management skills at senior level and experience in managing high value contracts and budgets, and building effective supplier relationships.
- Demonstrable developed communication skills, both written and verbal, able to produce quality materials and deliver at the highest level – confident with proven influencing skills.
- Highly developed organisational, planning and project and programme management skills in both waterfall and agile methodologies, and able to demonstrate delivery of complex projects.
- High level of experience in leading on the development of strategic partnership opportunities and integrating successful partnerships into the parent organisation.
- High level of experience of leading and developing technology, digital and data strategy with a proven delivery record in delivering business enabling technology, digital and data solutions that meet the needs of customers and stakeholders
- Experience of leading on and utilising service design and quality management frameworks and methodologies
- High levels of IT and digital literacy and an understanding of new ways of working
- Desirable to have a working knowledge of the Housing sector and understanding of the regulatory and governance landscape within a similar role