Chief Information Officer
Executive Board

Overview	
Role Purpose	Overall responsibility for all aspects of NHG's Information Technology strategy, its integration with NHG's corporate strategy and the delivery of all information and technology capabilities required to support business capabilities and priorities.
Responsible for	• Information Technology (infrastructure, operations, security and service desk) • Digital Technology (software acquisition and development) • Data and Analytics • Programme Management • Strategic IT advice to the Board, executive and staff
Reports to	• Chief Executive
Line management	• Information Technology and Security Director • Digital Technology Director • Corporate Data and Analytics Director • Director of Programme Management
Date	October 2021
Remuneration	£180,000 per annum plus benefits

Role relationships	
Internal	NHG Boards, Committees, Executives and staff
External	Technology suppliers and advisors (eg Microsoft, Gartner)

Role accountabilities

Leadership (Executive Board)
- Provide strong and effective leadership to implement and manage agreed plans aligned with NHG's values to ensure the best possible results.
- Report to the CE, Executive Board (EB), the Board and Committees on all aspects of business activities within the Information Technology remit (plans, budgets, outcomes, risks).
- Provide technology direction to the organisation especially at times when significant risks occur, e.g. the crystallisation of health and safety risks and national pandemics.
- Effectively promote collaborative approaches to engage NHG teams to work successfully together to deliver high quality products and services with cost-effective outcomes.
- Establish and maintain throughout the organisation a culture of service improvement, value for money, supporting staff to deliver change projects to meet developing and evolving customer needs.
- Provide senior level advice and guidance to all business units as required.
- Guide, manage and support your team in line with NHG's core management requirements in order to get the best out of your staff.
- Oversee the organisation's technology strategy, promoting and embedding a culture of innovation balanced with cost and risk management.

Role accountabilities

Technical

- Shape the operating model for information and technology to foster business-oriented and digital-ready culture, mindsets and practices.

- Contribute purposefully to business capability strategic planning. Lead the development of the IT strategic plan and roadmap. Ensure integration with the corporate strategic planning process, and the resulting business strategy and plans.

- Establish collaborative relationships with executives and business unit directors and members of their teams. Contribute as a business executive. Act as a trusted advisor to ensure all executive leaders can, with the CIO, make confident decisions about the application of information and technology (I&T) within their units and across NHG.

- Ensure I&T capabilities are delivered reliably, sustainably, cost effectively and securely. Ensure the IT contributions are delivered with agility based on changing business objectives, goals and strategies.

- Direct the design and implementation of I&T operating model, organisational structure, and governance process. Use influencing and negotiation skills to create synergies across NHG to enable cost-effective and innovative shared solutions in achievement of business goals.

- Collaborate with executive board and business partners to define and execute the digital business strategy. Participate in and contribute to the assessment of external digital opportunities and threats, and internal technology capabilities required to achieve desired competitive positioning.

- Maintain currency on new technologies and platforms. Provide direction on what emerging technologies should be assimilated, integrated and introduced within the enterprise to ensure IT capabilities respond to the needs of NHG's digital business strategy. Provide strategic direction in experimenting with new solutions.

- Provide strategic direction and oversight for the design, development, operation and support of IT systems and programs that fulfill the needs of the business, including enterprise architecture management, application management, security and risk management, and infrastructure and operations support management.

- Develop and control annual operating and capital expenditure budgets for IT to ensure the investment in technologies is consistent with NHG's overall strategic objectives and is within plan.

- Enhance IT's capabilities by leveraging a multitude of resources, both internally and externally. Direct the development of the IT sourcing strategy and provide executive oversight for strategic vendor and partner relationship management.

- Engage and work with HR and key stakeholders to map out scenarios for IT workforce transformations. Develop the IT workforce strategy and action plans that align with and enable the effective execution of business and IT strategies.

- Partner with HR to continually look for leading-edge and innovative solutions to the recruitment, development and retention of the IT workforce.

- Develop and maintain an IT workforce with the appropriate mix of business knowledge, technical skills and competencies. Balance the need for growing the agility required to achieve digital business objectives, with ensuring the core IT functions are reliable, stable and efficient.

- Establish and execute a digital workplace strategy that enables the development of digital dexterity in the workforce. Ensure employees have the tools and work environment to be more engaged, productive and effective.

- Participate and partner with the business board team to drive culture change in support of digital business transformation.

- Serve on relevant planning and policymaking committees. Drive the development of enterprise technology standards, governance processes and performance metrics to ensure IT delivers value.

Role accountabilities

- Manage risks through the effective design, delivery and management of I&T capabilities.

- Provides direction and coaching to the IT team.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.

- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

- Ensure that you undertake any corporate responsibilities as required, including carrying out investigations and hearings in formal processes across the business.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

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NHG EXPECTATIONS

Personal effectiveness

Co-operative, friendly and approachable
Curious and eager to learn
Open to feedback and improvement
Emotionally intelligent
Courageous and willing to confront difficulties
Organised and well planned
Demonstrates honesty and integrity
Accountable and responsible

Business and value for money focus

Financially aware
Cost effective and commercially focused
Efficient and effective
Data driven decision making
Innovation and solutions focused
Following processes and managing risk
Goals, objectives and results oriented
Breaking down silos

Health & safety and compliance

Working well with our people

Consistency and fairness
Culture of inclusion, collaboration and respect for diversity
Provide constructive feedback and challenge
Coach and develop others
Leader and role model
Effective delegation and output focused
Wellbeing focus
Own and deliver communications

Delivering excellent services

Understanding needs and removing barriers
Flexible approach and providing choice
Do what you say you will do
Balanced and measured approach
Clarity of decisions and direction
Tackling issues and confronting difficulties
Continuous improvement
Focus on digitalisation

Prerequisite knowledge, experience and skills

Experience (executive)	- Track record of success in a senior level directorship role; meeting demanding objectives and delivering business performance that exceeds expectations and targets. - Evidence of outstanding people directorship and management achievements in a diverse service delivery environment. Evidence of achievements in diversity and inclusion. - Experience of building and managing effective relationships at a senior level including those with boards, customers, partners and a range of stakeholders. - Evidence of outstanding customer service achievements in a complex service delivery environment. - Experience of managing successful large-scale change programmes with employee, customer and stakeholder engagement, involvement and collaboration. - Evidence of delivering on innovative concepts, utilising future changes in policy to develop and maintain a responsive and flexible organisation. - Evidence of commercial acumen with a strong track record of deal making, negotiation and successful commercial partnerships.

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Professional expertise (know how & experience)	• Significant experience in either business areas or within IT. • Significant senior directorship responsibilities. • Considerable experience in related, industry-leading, large, cross-functional teams or enterprise wide programs, influencing senior-level management and key stakeholders effectively across the organisation and within complex contexts • Demonstrated experience in strategy and strategic planning, organisation design and development. • Preferably proven experience or demonstrated capability in leading large, complex and or transformational initiatives in dynamic environments and taking advantage of digital opportunities to innovate business models and enable the digitalization of the business.
Skills	• Exceptional directorship skills with the ability to develop and communicate vision that inspires and motivates staff. • Ability to effectively communicate and instill confidence with peers and all key stakeholders. • Effective influencing and negotiation skills in an environment where resources may not be in direct control of this role. • Excellent analytical, strategic conceptual thinking, strategic planning and execution skills. • Strong business acumen, including industry, domain-specific knowledge of the enterprise and its business units. • Expertise in budget planning and financial management. • Deep understanding of current and emerging technologies and how other enterprises are employing them to drive digital business and how they may be applied to the enterprise to drive digital business. • Demonstrated ability to develop and execute a strategic people plan that ensures that the right people are in the right roles at the right time and that employees are highly engaged and satisfied. • Ability to manage geographically diverse teams and overcome the culture clashes that may arise. • Ability to identify and leverage resources internally and externally to the enterprise to enhance capabilities that drive digital business. • Ability to drive organizational change and build capabilities that effectively balance the needs for continuously exploiting capabilities to optimize operational efficiency, with delivering innovative and agile IT solutions to enable the business to explore digital business opportunities. • Excellent verbal and written communication skills, including the ability to explain digital concepts and technologies to business leaders, and business concepts to the IT workforce.
Qualifications and/or professional membership	• Bachelor's or master's degree or equivalent work experience.

We are proud signatories of the G15 group's diversity pledge to encourage more diversity in the boardroom and at senior level. The pledge on Black, Asian and minority ethnic diversity commits NHG to reflect the ethnic diversity of the communities we work in at all levels and particularly at senior managerial, leadership and board levels.

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