

Director of Technology and Business Transformation

Applicant Information Pack



Alternative formats

If you require this document in an alternative format, such as large print or a white or coloured background, please contact our Communications team.



unitedwelsh.com/contact



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About Us

United Welsh is an award-winning not-for-profit organisation providing homes and related services in South Wales. We are passionate about building homes, creating communities and transforming lives.

We look after over **6,700 homes** for people across **11 local authority areas**, and our services help thousands more in our communities.

Helping people to live happily and in good health is important to us, and we are proud to have been named fifth best landlord in the UK.

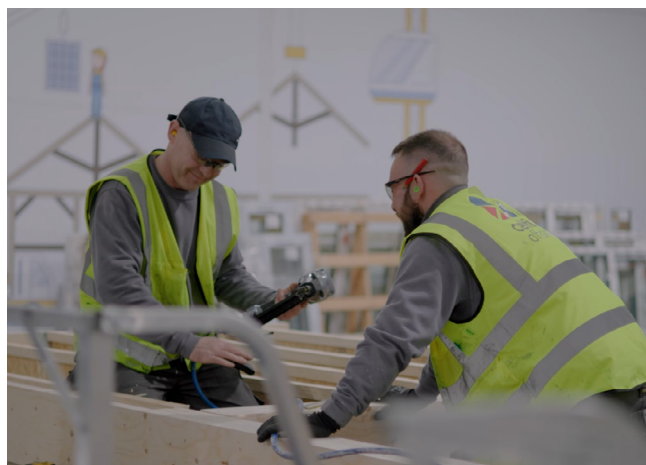
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

We are ambitious about how we can help people to live their best lives, working with a range of partners including local and national government and the NHS to give people choice; tackling poverty, improving wellbeing and playing our part in ending homelessness.

The Group includes our repairs and maintenance service Celtic Horizons; timber frame home manufacturer Celtic Offsite and Harmoni Homes Ltd, which builds affordable homes and homes for sale.

With over **400 employees** and a turnover of over **£40m**, we are an ambitious organisation with a strong sense of social purpose.

Life at United Welsh centres around our culture. We live by our values which connect us and inspire us, guiding our strategies as well as the decisions we make day to day.



About Us

United Welsh

**Celtic Horizons
Ltd**

**Harmoni
Homes Ltd**

Developing homes for
United Welsh

**Celtic
Horizons**

Asset
Management

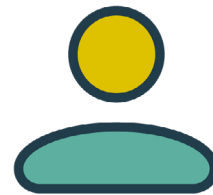
**Celtic
Offsite**

Timber frame
factory

The Celtic
Horizons asset
management
service for
United Welsh
is delivered in
partnership with
Mears Ltd



Job Profile



Director of Technology and Business Transformation

Reporting to

Executive Director of People and Corporate Services

Broad purpose of the post

Are you ready to inspire change and foster collaboration through driving innovation and transformation? We're seeking a dynamic leader to deliver the future of our organisation through technology, data governance, and business transformation.

As Director of Technology and Business Transformation, you'll lead an ongoing transformation programme that aligns with United Welsh's strategic goals. By leveraging modern methods and the Microsoft technology stack, you'll lead the responsibility of delivering innovative, future-focused solutions to enhance operations and services.

Working collaboratively with senior leaders, you'll drive excellent service delivery to customers and stakeholders, fostering strong partnerships across the organisation.

You'll oversee the development of a skilled, high-performing team, with the accountability of a secure and dynamic environment for daily operations while ensuring professional standards and certifications are upheld. Staying ahead of emerging technologies will be key, ensuring systems remain modern, secure, and free from technical debt.

- Permanent, full-time
- £92,594.27 per annum

This is a rolling advert. We reserve the right to close the advert at any time. Candidates will be invited to interview as and when their applications are reviewed and they have been suitably shortlisted.

While the role is hybrid, due to the senior nature of the role you will be expected to be on-site when required at your own expense. This could be anything from one day a week, to five days in a row in expectational circumstances.

Key Accountabilities



1. Strategic Leadership

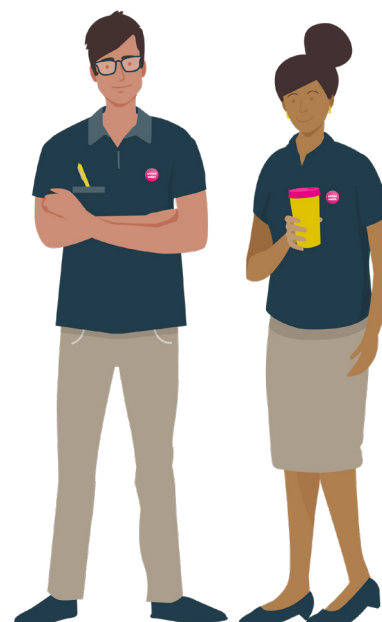
- Develop, refine, and implement technology strategies aligned with United Welsh's strategic objectives, ensuring they enhance efficiency and effectiveness
- Provide leadership for digital transformation projects, leveraging Microsoft Dynamics 365 and Power Platform frameworks to modernise business processes
- Ensure the Azure infrastructure remains secure, cost-effective, scalable, and fit-for-purpose
- Promote a strong culture of data-driven decision-making, ensuring data governance practices meet compliance requirements and align with business goals

2. Digital Transformation

- Responsible for leading the delivery of organisation-wide digital transformation initiatives to modernise outdated systems and improve their robustness, security, and scalability
- Drive the adoption of innovative technologies to enhance workflows and improve customer service delivery
- Identify areas for improvement across departments and work with leaders to implement streamlined, efficient processes

3. Programme/Project Management

- Maintain a clear vision for the Technology and Business Transformation roadmap, ensuring alignment with both short-term needs and long-term objectives
- Establish and manage frameworks, such as Agile methodologies, for efficient project delivery using tools like Azure DevOps
- Monitor progress of programmes, ensuring they remain within scope, budget, and timescales, while fostering cross-departmental collaboration.



4. Innovation and Emerging Technologies

- Research and evaluate new technologies to identify opportunities for improvement and innovation across United Welsh
- Introduce Artificial Intelligence solutions where appropriate, ensuring they positively impact business processes and enhance customer experience
- Act as United Welsh's subject matter expert on technological trends, providing insights to stakeholders on their potential applications

5. Team Leadership

- Foster a culture of growth and professional development by mentoring team members, identifying skill gaps, and implementing tailored training programs
- Develop succession planning strategies to ensure team continuity and resilience in day-to-day operations
- Champion diversity and inclusion within the department, ensuring a collaborative and innovative work environment

6. Risk Management and Compliance

- Conduct regular risk assessments to identify, understand, and mitigate technological risks
- Ensure robust data security practices, compliance with relevant legislation, and resilience of IT systems against emerging threats
- Proactively monitor regulatory changes and ensure United Welsh remains fully compliant with all relevant standards

7. Collaboration and Stakeholder Engagement

- Build and maintain strong partnerships with third-party suppliers to deliver outsourced services effectively and secure value for money
- Represent United Welsh at industry events, webinars, and conferences to network with peers and stay updated on best practices
- Communicate complex technical concepts to non-technical stakeholders clearly and persuasively, using reports, presentations, and conversations to gain buy-in.

8. Departmental Operations

- Oversee the optimisation of United Welsh's technology infrastructure to ensure its reliability, security, and scalability
- Maintain certifications and accreditations, validating United Welsh's professional delivery of technological services
- Manage operational budgets effectively, ensuring the efficient allocation of resources to achieve organisational priorities.

Personal Requirements

Essential

- Post-graduate qualification or evidence of equivalent experience, in Information Technology, Computer Science and with expertise/qualifications in a range of improvement methodologies
- A strong understanding of social housing or a comparable sector is essential to ensure informed, effective decision-making that supports organisational objectives and meets sector-specific challenges
- Extensive experience in technical leadership at a senior level, including managing teams and budgets effectively
- Proven expertise in developing and delivering technology strategies, leveraging industry best practices and emerging technologies like Microsoft Cloud (Azure, Power Platform, Fabric)
- Demonstrated success in leading large-scale transformation projects, especially within Microsoft Dynamics 365 environments, while maintaining momentum and delivering results at pace
- Evidence of a solid understanding of cybersecurity challenges, regulatory compliance, and risk mitigation strategies
- Evidence of strong negotiation skills for managing commercial terms and contracts with suppliers and internal stakeholders
- Demonstrated evidence of excellent interpersonal and communication skills, with a track record of building relationships, influencing change, and achieving consensus through clear reporting and decision-making
- High emotional intelligence, fostering stakeholder engagement and collaboration across all levels
- Commitment to professionalism, integrity, and serving as a strong role model within United Welsh
- Proven experience in designing and implementing processes that drive innovation, efficiency, and continuous improvement
- Ability to adopt and adapt new technologies early to ensure systems remain relevant and future-proof.

Desirable

- Holder of Project Management certification, such as Prince2 or Agile methodologies
- Holder of ITIL qualifications
- Experience of configuring and using Microsoft Azure DevOps in project management and software development
- Demonstrated evidence of understanding data maturity and how to develop data assurance in decision making
- Understanding of software testing methodologies

- Understanding of databases
- Understanding and experience of Microsoft Licensing models
- Knowledge and experience of Microsoft Modern Workplace products

In your cover letter, please outline how you meet each of the essential/desirable criteria in the job description, in no more than 1,000 words.



Requirements within the essential criteria of the Personal Requirements will be used for shortlisting purposes. However, all of the criteria will be considered in the process of making an appointment.

Terms and Conditions

Current Salary

Total salary is **£92,594.27** per annum.

Pension Plus

While working at United Welsh you are eligible to join our pension scheme. United Welsh partner with the **Social Housing Pension Scheme (SHPS)** to deliver our pension provision for employees.

The **Defined Contribution Scheme (DC)** matches employee contributions up to 10%. It is a salary sacrifice scheme, so deductions are taken before tax.

SimplyHealth

While working at United Welsh you are eligible for enrolment in our SimplyHealth healthcare plan.

Leave

- **30** days plus Bank Holidays
- **Two** United Welsh Gifted Days - an additional two gifted days, usually to be taken during the office closure over the festive period.

Additional Benefits

- **30 days** annual leave and bank holidays
- An additional **two gifted days** to be taken over the seasonal period
- A company culture that promotes **work life balance**
- **Flexible** working
- Opportunities to be involved in 'Can Do' days, giving back to the communities where we work
- A half a day's leave under the 'School Starter Scheme'
- Free **fruit, fresh filtered water, tea and coffee** within our offices
- **Cycle to Work** Scheme
- One year's **paid subscription to professional body** (one membership per year)
- Membership to our **SimplyHealth** healthcare plan
- **Free eye tests** at Specsavers and a contribution towards the cost of prescription glasses
- Access to our **internal coaching and wellbeing services** that are devoted to supporting professional and personal development
- Free and confidential access to a **24/7 Employee Assistance Wellbeing Hub**
- We are a member of the **Social Housing Pension Scheme**. There is an opportunity for employees to join The Defined Contribution Scheme and we match contributions up to 10%
- **Learning and Development opportunities**, with learning available in a range of formats to suit your needs
- We are committed to supporting applicants and staff with disabilities and hold the **Disability Confident Level 1 Award**
- We are committed to becoming a **menopause friendly employer**
- We are an Armed Forces friendly organisation and hold the **Armed Forces Covenant – Bronze Award**



How to apply

To apply, please send a copy of your **CV** to jobs@unitedwelsh.com. We are currently only looking for CVs as an initial expression of interest, and we will be in touch to request more information if needed.

This is a rolling advert. We reserve the right to close the advert at any time. Candidates will be invited to interview as and when their applications are reviewed and they have been suitably shortlisted.

We reserve the right to close this role early if we receive a high volume of suitable applications.

Within your CV, please provide the names, positions, organisations and contact details for two referees, one of whom should be your current or most recent employer. We will not approach these referees prior to the shortlist stage, and we will seek your permission first. However, references will be sought as part of our pre-employment checks for the successful candidate.

- Please ensure your CV is emailed as a Word or PDF file, as unfortunately, we are currently unable to accept applications in any other formats at the moment
- Requirements within the essential criteria of the Personal Requirements will be used for shortlisting purposes. However, all the criteria will be considered in the process of making an appointment.



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