# Job Profile

Job Title: Head of Business Technology

Directorate: Information Services (IS)

Reports To: Chief Information Officer

Matrix Reporting To: None

Disclosure Check Level: None

Date created: Nov 2024

## Overall Role Purpose

The Head of Business Technology helps people with sight loss to live the life they choose by steering the development and implementation of effective business solutions across the entirety of Guide Dogs technology solutions portfolio. The role creates value by creating and optimising organisation wide systems of work, process and productivity improvements ensuring clear ROI of technology aligned to strategic goals.

## Key Responsibilities

* Creating clear processes for linking business strategy and planning to the assessment and delivery of technology solutions within Guide Dogs. Driving Value for money and ROI for technology investment by partnering with other functions and Leads to create integrated and business focussed technology plans for medium and long term delivery. Ensuring that technology solutions not only meet current stated needs but anticipating future business requirements to improve business agility, competitiveness and long-term sustainability.
* Leading a diverse and multi-disciplinary team of solution architects, business analysts, project managers, and other professionals to rapidly deliver appropriate business solutions. The Head of Business Technology will set clear objectives, provide ongoing mentorship and support, and foster a collaborative culture that promotes innovation, continuous learning, and high performance. As a senior leader, the role requires the ability to inspire and motivate teams, manage conflicts, and ensure optimal resource allocation to meet business needs.
* Oversee the design, development, and implementation of integrated business solutions across the enterprise, ensuring they meet accessibility, business requirements and technical specifications. This includes managing complex projects from concept through execution, working with cross-functional teams to ensure solutions are delivered on time, within scope, and on budget. The Head of Business Solutions will also ensure that implemented solutions are scalable, secure, and future-proof, and that they align with the company's IT and business architecture and accessibility frameworks.
* Lead efforts to modernise and optimise business processes through the application of appropriate technology interventions. This includes overseeing the deployment of new systems, platforms, and applications that enhance operational efficiency, improve customer experiences, and support the organisation’s growth. The role requires a deep understanding of both the business and technical landscapes, with a focus on delivering measurable improvements in performance and value across all business functions.
* Overseeing Guide Dogs use of the Salesforce platform, ensuring optimum performance security and scalability are achieved and ensuing the platform roadmap and strategies enhance productivity and enable business growth through continuous improvement and innovation within the Salesforce ecosystem
* Develop robust vendor Management approaches in partnership with other stakeholders to assure reliable and innovative technology practices from selected providers that ensure optimal vendor performance and value for money.
* Ensuring excellent financial management through building detailed technology budgets aligned with business priorities and maximising efficient allocation of resources, improving cost-effectiveness of technology solutions.
* Develop business solution to the point where they can be handed over to BAU support team for ongoing operational support.
* Solution / Product Roadmaps and product led ways of working across squads

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: 7

Number of Indirect Reports: None

Number of Volunteers Supervised: None

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: Large (circa £5m)

# Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

* Relevant education (or equivalent experience) in computer science, Information Technology or related technology field
* Project or programme management qualification

#### Desirable

* Post Graduate (or equivalent experience) level education in relevant technical or business field.
* Salesforce certifications
* Agile Certification

## Job-Related Experience

#### Essential

* Proven ability to link business strategy and planning with technology solutions, leveraging frameworks like TOGAF, COBIT, ITIL etc.
* Experience in leading technology initiatives in a complex environment with a history of time/cost-effectiveness
* Experience of business process performance and optimisation approaches in a solutions environment including change management.
* Expertise of experience leading Salesforce platforms, ensuring scalability, security, and alignment with business goals.
* Extensive experience of complex stakeholder management in a dynamic matrix environment.
* Strong experience managing diverse teams (e.g., architects, analysts, project managers) with a focus on mentoring, collaboration, and high-performance.
* Proficiency in developing product roadmaps, working with agile squads, and adopting product-led methodologies.
* Experience driving modernisation initiatives, improving operational efficiency, and delivering measurable business outcomes through technology.
* Skilled in managing vendor relationships, negotiating contracts, and ensuring reliable, cost-effective delivery of IT solutions.

#### Desirable

* ERP / CRM knowledge of multiple platforms and products
* Broad current knowledge of technology good practices in a large complex charity environment
* Experience of delivering IT and business governance good practices within a charity environment.

## Knowledge

#### Essential

* Extensive knowledge of different technology, application and development models, frameworks and standards that align business goals with high quality technology outcomes.
* Knowledge of requirement of accessible tools.
* Knowledge of Salesforce architecture, security, scalability, and its integration into broader enterprise systems
* Deep knowledge of large CRM/ERP platforms and how these can be leveraged to deliver business benefit.
* Insight into team dynamics, conflict resolution, resource allocation, and fostering an innovative, high-performing culture
* Knowledge of development of business strategy approaches and operational planning to deliver strategic goals
* Knowledge of budgeting, cost-benefit analysis, ROI calculation, and financial planning for IT investment and project delivery..
* Familiarity with tools and platforms for process automation, operational optimisation, and customer experience improvement.
* Understanding of procurement, SLA management, and performance optimisation with technology vendors

#### Desirable

* Current knowledge of emerging trends in technology and how this can be applied for the benefit of the organisation
* Familiarity with cybersecurity and risk management frameworks and able to liaise with subject matter experts to understand impact and needs
* Knowledge of change management to deliver organisational benefit.

## Skills and Competencies

#### Essential

* Collaboration - Leads collaboration with a diverse range of stakeholders across competing objectives within the organisation. Builds strong, influential connections with key internal and external contacts at senior management/technical leader level.
* Communication - Communicates with credibility at all levels across the organisation to broad audiences with divergent objectives. Explains complex information and ideas clearly, influencing the strategic direction. Promotes information sharing across the organisation.
* Improvement mindset - Drives improvement initiatives that have a significant impact on the organisation. Aligns improvement strategies with organisational objectives. Engages stakeholders in improvement processes.
* Decision making - Uses judgement to make decisions that initiate the achievement of agreed strategic objectives including financial performance. Escalates when broader strategic direction is impacted.
* Leadership - Provides leadership at an organisational level. Contributes to the development and implementation of policy and strategy. Understands and communicates industry developments, and the role and impact of technology. Manages and mitigates organisational risk. Balances the requirements of proposals with the broader needs of the organisation.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

**Job Group (internal use only)**

This role has been evaluated as a Senior Leader, please follow [this link](https://guidedogs.sharepoint.com/:w:/g/EcFMznP6i8dGjRU5cJh67pYBx5OvTX-myUmXgIdt-BEv0A?e=iMEopx) to view the salary band.