



**Digital Advisor
Recruitment pack**

Making Lives Better

Hafod is one of the leading providers of housing, care and support services in south Wales. We are a not-for-profit organisation with a significant history of successful delivery that spans over 50 years and we are very proud of what we have achieved in that time

We deliver high-quality affordable homes and support for people to maintain their independence and well-being for as long as possible. We also provide care to people in their own homes, in supported housing or in our residential care and nursing homes

Our ambition is to transform housing, health, social care and support in order to improve the well-being of our customers and our communities

Making Lives Better

Welcome

Thank you for your interest in our Digital Advisor opportunity.

We seek an enthusiastic Digital Advisor to join our Digital and IT Team and the newly formed Digital Transformation Office (DTO). Our new team will identify, drive, and deliver service transformation across Hafod, the key enabler of technology.

We have begun a positive change journey that will ensure the DTO can drive fundamental organisational change and improve the services we provide to our customers, colleagues, and communities.

The Digital and IT team has evolved over the past 12 months, from providing excellent IT support and infrastructure to our colleagues to now focusing on using technology and digital tools to transform the way we work and provide our services.

We are currently finalising our first digital strategy, which will provide our strategic direction for the next three years. We aim to transform the organisation with a focus on key themes such as enabling our colleagues, putting the customer first, the better use of data and business intelligence.

As the Digital Advisor working in the DTO, you will be at the forefront of identifying digital transformation opportunities and working with our colleagues and customers to turn ideas into reality. You will be innovative in your approach while understanding the challenges and opportunities in the diverse range of services we provide. The digital advisor will be key in driving forward business change throughout Hafod.

We're interested in someone who has the right energy level, seeks continual improvement, has a passion for driving positive change through the pro-active use of technology, and wants to support the organisation to become more agile, responsive and creative to transform the services we provide.

We celebrate equality, diversity and inclusion, and we are committed to offering equal opportunities to everyone regardless of age, disability, gender, sexual orientation, race or religion. We encourage applications from all backgrounds as we believe that our colleagues should reflect diversity as it only improves our ability to serve our communities effectively.

We are embracing hybrid working, and this role is currently predominantly based from home. However, there will be a requirement to occasionally attend our head office and other locations for collaborative work.

Inside this recruitment pack, you will find an overview of our strategic priorities, job description, person specification, details on the package, and how to apply. If you feel you have the skills, experience and ambition for this role we look forward to receiving your application

Yours sincerely,



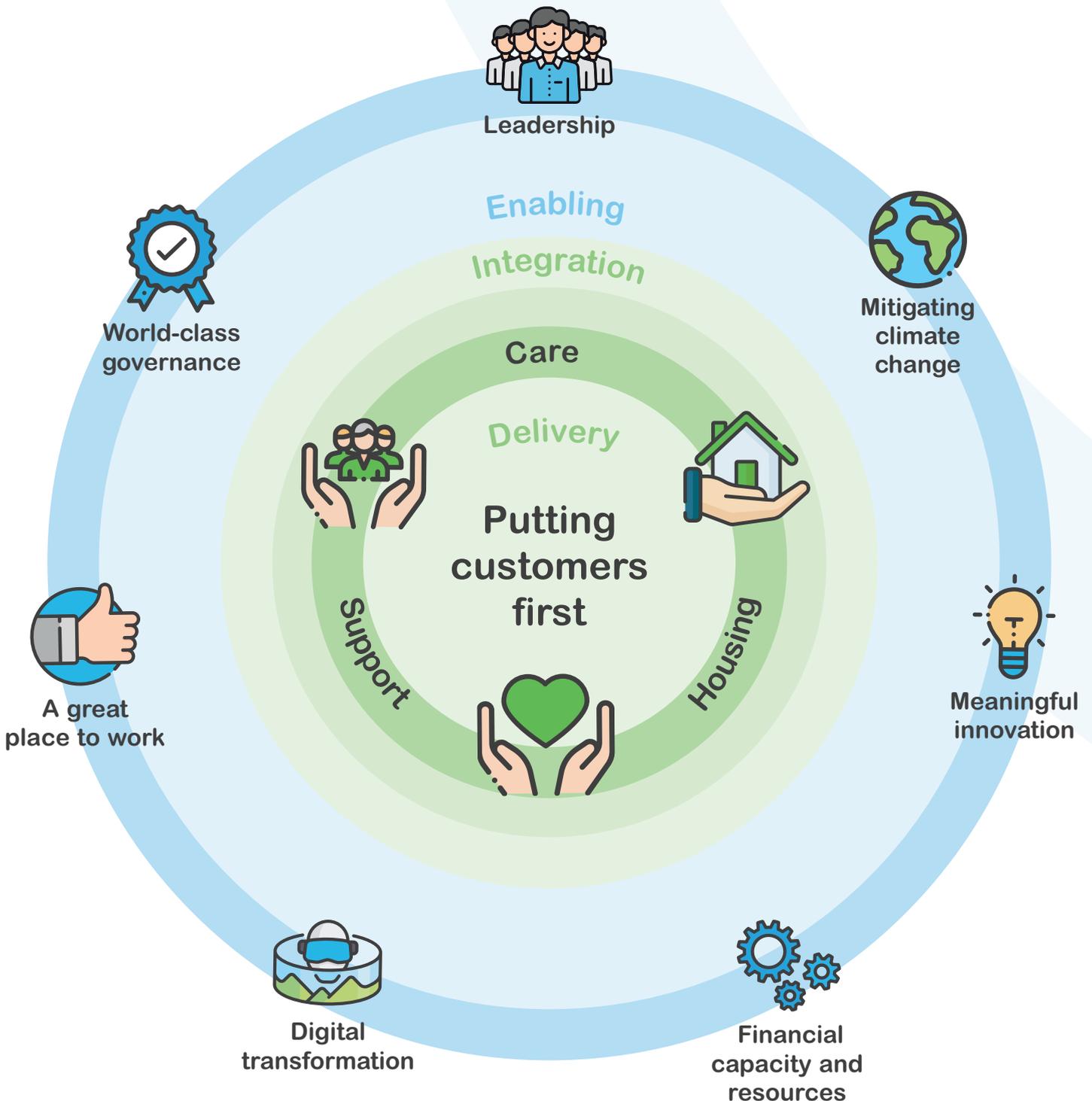
Ceri Evans

**Head of Digital
Development and IT**

Our strategic plan 2021 - 2025

Our key priorities

Our priorities reflect the things we want to work towards in the next five years to make a contribution to the outcomes that are important for our customers, our communities and our organisation.





Putting customers first

We have a diversity of customers in social care settings, supported housing and in the community and we value every single one.

We respect our customers' voices and will be led by what they tell us, putting their choices at the centre of what we do and doing everything we can to help them reach their goals.

Aligning health and social care

Everything we do is in the interests of our customers' health and well-being. We are keen to develop our role as a facilitator of health, recognising there is a lot we can offer in terms of prevention, early intervention, improvement and maintenance.

We need to show leadership through championing vital reforms to the care system which will make it more financially viable and attractive as a career choice. In turn these reforms will allow us to deliver better quality care and ensure better outcomes for customers.

Next-generation homes

The role that good quality housing plays in keeping people well and giving them good life chances is indisputable. As such our emphasis is on homes that people can afford, that are built to last and adapt with people as they move through their life course.

Homes create communities and we want to play our part in helping communities thrive and build on the resilience they have shown through the perfect storm of COVID-19.

Next-generation support

Our Support services allow people to live the lives they want to live in the places they want to live – doing what's necessary to guide and encourage but respecting personal choice and autonomy. There is much we can do to enhance the quality of the environments our support customers live in and equip our colleagues with the tools necessary to help people lead the best lives possible.



Integration

People's lives are complicated and they often face many challenges when navigating the systems of housing, health, support and care. As a result of blurred boundaries, people's health and well-being can deteriorate quickly.

In the long-run there are no winners - the system absorbs more costs and people's outcomes suffer. We are determined to make headway in achieving the join-up we know is possible across the spectrum of services we offer.

A great place to work

As a people-focused business our colleagues are central to what we do and empowering and enabling them to achieve the organisation's goals is an essential part of us achieving our strategic goals. In 2019 we launched a comprehensive people strategy which enables the achievement of our delivery priorities.

This strategy is centred on enabling great days at work for our colleagues and responds to the Welsh Government's focus on the foundational economy and 'fair work' by striving to improve colleague's lives through the provision of first-class development and competitive terms and conditions and ways of working.

As an employer we are committed to equality, diversity and inclusion and we understand our responsibility to foster a more inclusive organisation. We are also passionate about embracing our social credentials providing further opportunities to engage our colleagues in helping our communities and also provide opportunities for our tenants and residents to learn and grow with us.

Accelerating our digital transformation

Digital transformation is critical in revolutionising our customer experience and bringing it in line with what people expect from banks, retailers and increasingly public services. This is our primary motivation for pursuing digital development, but it will also come with reduced operating costs and greater efficiency, which are valuable outcomes for the business.

Digital transformation is a must, but we also have a moral responsibility to ensure we don't leave people behind and do more to make digital accessible and not forget about those for whom digital is not a realistic option.

Mitigating climate change

Mitigating the worst effects of climate change relies on individuals, communities, organisations and whole societies playing their part. We are keen to step up to our responsibilities for reducing the carbon footprint of our homes and business operations, which will make a major impact.

But our ambition does not stop there. We believe we can work alongside our customers and their communities to promote sustainable lifestyles.





Meaningful innovation

Prioritising innovation allows us to pre-empt the things that will disrupt and challenge our customers' lives and make our current business models obsolete.

Through innovation we can learn, collaborate and incubate new solutions that improve quality of life and sustain our business, for the benefit of customers and communities.

Leadership

Leadership is a primary enabler for growth, development and innovation and having effective and strong leadership within and external to the organisation will enable us to be more successful in delivering positive outcomes for our customers.

We see leadership not as a position or a role but as a way of behaving that inspires and motivates others, creates accountability, drives performance and influences for positive change. Our view of leadership is wider than this internal focus. It is about doing what we can to allow leaders in our communities to step forward and drive the changes communities want to see.

World-class governance

Governance is an area we have strengthened massively in recent years. Far from being process for its own sake or creating unnecessary bureaucracy, good governance has enabled us to reach new levels of strategic agility, streamline our processes and squeeze more customer value out of them. It's important we continue to build on the progress we've made and the resumption of our 'Standard' regulatory status.

But governance is about a lot more than compliance, it is about being a strategic driver of change and business transformation and through good governance we will ensure that our business represents our stakeholder and is fit for the future. A major focus will be influencing the regulatory system we operate in, to enable the integration and flexibility we need to secure better life outcomes for our customers.

Financial capacity and resources

Resources and finance are the ultimate enablers of the strategic plan. Our approach is to begin with what we need and want to achieve for our customers and the business, prioritising these and then build the appropriate financial and resourcing strategies to deliver that.



Job description

Job title Digital Advisor

Responsible to Digital Programme and Transformation Manager

Main purpose of the post

Working as part of the Digital Transformation Office, provide a key role in delivering our digital strategy supporting innovative digital solutions across the business.

Provide and implement new and innovative ways of working by researching best practices in the field of Digital / ICT whilst driving the ideas through to implementation that will deliver tangible improvements in the service we deliver and provide.

Driving change and digital transformation

- Reporting to our Digital Programme and Transformation Manager, lead and support on the delivery of digital service improvements across Hafod, as stated in the Digital Strategy and Improvement work programme
- Provide and deliver innovative ways of using and deploying technology to improve our service delivery to our customers and colleagues
- Become an advocate of business change by supporting, and where appropriate, leading on the implementation and adoption of digital technologies
- Ensure our digital improvements support aligns to our strategic priorities and wider initiative, e.g., Decarbonisation, Regeneration etc
- Transform business challenges into digital improvement opportunities to provide more efficient and effective ways of working, providing best value
- Provide the Digital Leadership Group (DLG) and Head of Digital Delivery and IT with robust business cases (including any Return on Investment) for any digital transformation opportunities or projects

Project Delivery

- Ensure that all business change proposals are documented, scoped, and digital service improvements are translated into a detailed statement of works that provide clear business benefits and outcomes
- Ensuring continuity of project deliverables (initial solutions) from inception to deployment and continued use
- Own and update our Digital improvement and engagement plan, regularly reviewing our projects, ensuring it meets our stated service and corporate objectives
- Working closely with the Digital Project Manager to provide the Digital Transformation Office (DTO) with solutions, statements of works, business requirement documents etc., to deliver business change where technology is the enabler
- Liaising with IT operation system and technical leads (including external partners) to ensure improvement opportunities have been technically 'vetted' and have high-level and low-

level designs in place before project implementation, detailed scoping and delivery whilst ensuring appropriate documentation is in place for handover to “Business as Usual”

- Integrate adoption and change management activities into our planning, tracking, reporting, changes, and success of service adoption whilst addressing measure success metrics and change impact

Research and innovation

- To research IT and digital ‘best practise’ evidencing, showcasing, and providing new and innovative ways of working to improve the way Hafod delivers its services
- Engaging with our service areas, colleagues and Executive and Senior Management Teams to understand Digital transformation opportunities, and inspiring service change

Customer focus

- Engage with our service areas, colleagues, Executive and Senior Management Teams to understand digital transformation opportunities, and the ability to inspire service change with our customers
- Engage with our colleagues to understand their current processes and help improve these through innovative digital solutions
- Implement new digital processes (by design) - analysing and redesigning workflows to optimise end-to-end processes, automate tasks, eliminate waste
- Working with the Learning and Development Team ensures we have a robust adoption, skills, change and communication programme to drive our digital improvements
- Create effective relationships with stakeholders across the organisation and technology partners to improve service provision where IT is the enabler

General

- To co-operate with us in complying with relevant health and safety legislation, policies and procedures in the performance of the duties of the post
- To behave in accordance with our values
- To maintain confidentiality and observe data protection and associated guidelines where appropriate
- To ensure compliance with our policies and procedures at all times

The duties in this job description are not exhaustive and may be altered at any time to reflect our changing needs

This post is subject to enhanced disclosure as provided by the Disclosure and Barring Service, an executive agency of the Home Office

Disclosure is a means for us to check the background of job applicants to ensure that they do not have a history that would make them unsuitable for posts that involve working with vulnerable people

We will only request disclosure from those that have been offered employment

Qualifications, knowledge and experience

- Educated to degree level or equivalent relevant IT qualification
- Relevant experience in a similar role
- The ability to drive change using Technology as the enabler
- Knowledge of IT System and Digital Technology that can support and drive business change
- Track record in relationship management
- Experience of producing business cases, scoping documentation, and reports.
- Customer and stakeholder engagement
- Research and deployment of new technologies
- Providing advice, guidance, and documentation on technical or digital enhancements to non-technical officers
- Experience of analysing complex processes and provide accurate and meaningful digital solutions to improve service delivery.
- Experience of delivering technical IT projects using key project management disciplines
- Experience of technology-based research and analysis

Skills and abilities

- Excellent verbal and written communications skills
- Proven influencing skills, particularly in subject areas that are traditionally seen as not being critical to business success
- Solid understanding of information technology and digital improvements
- Ability to provide robust business cases and supporting improvement/digital documentation.
- Ability to perform well under pressure and deliver to high standards.
- Ability to manage multiple projects at the same time.

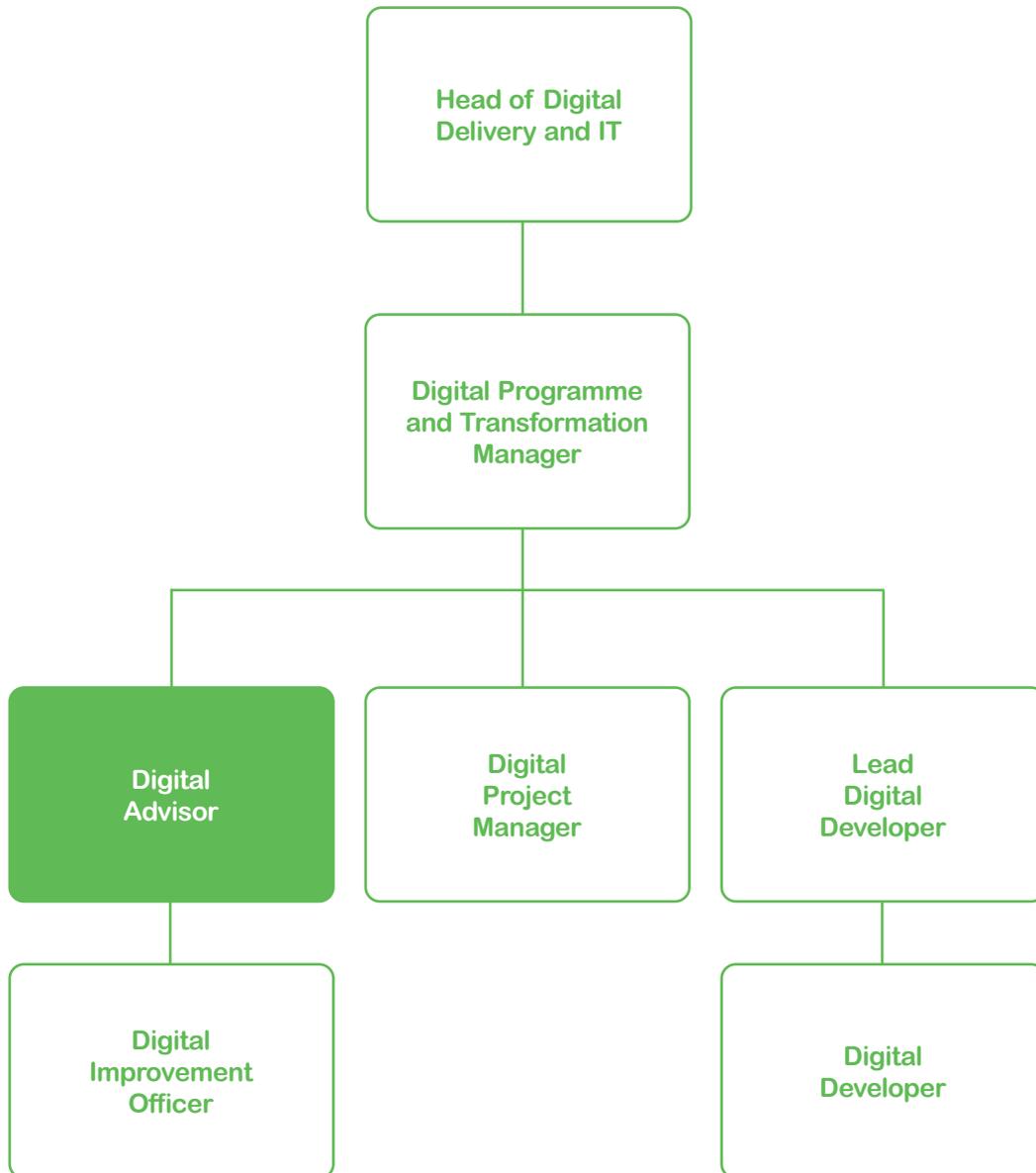
Interpersonal skills

- Ability to manage, communicate and influence at all levels.
- Enthusiastic about innovation and new ways of working
- Self-motivated, flexible, with drive and enthusiasm
- Proactive team player

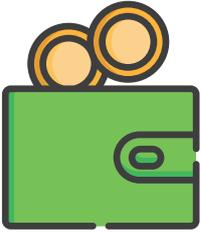
Other requirements

- Full, current driving licence and access to a vehicle

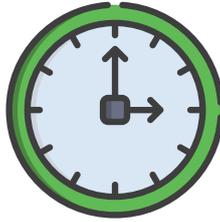
Team Structure



Working with us



A salary of
£35,000 per annum



36 hours per week



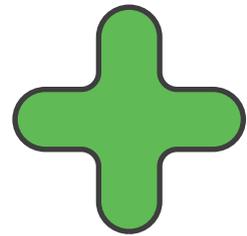
Join a socially conscious
not for profit organisation



Annual Leave entitlement -
25 days annual leave
plus bank holidays



Employee Assistance
Programme (EAP) and
well-being resource available
24/7



Medicash: Claim money back
for routine and specialist
medical appointments and
access a 24/7 virtual GP
service



Pension contributions of 8%



Option to work a
nine day fortnight



Develop with our
academi



A range of shopping and
activity discounts and
cashback options



Family friendly policies
and flexible working



Hybrid working

How to apply

You can apply for our Digital Advisor role at hafod.org.uk/work-with-us

The application form will consist of the following:

- a question regarding your experience
- space to upload your CV
- equal opportunities monitoring

All applications will go through a short-listing process.

Here is an overview of what to expect:



Submit your application

If shortlisted, you will be invited to attend an interview with Ceri Evans, Head of Digital Development and IT. The interview will take place via Microsoft Teams

If you would like further information about this opportunity please contact Ceri Evans, Head of Digital Development and IT on ceri.evans@hafod.org.uk

The closing date for this role is Sunday 31 October (midnight)
First stage interviews will be held on Tuesday 23 November

We reserve the right to close this vacancy early should sufficient applications be received

We encourage early applications to ensure consideration

