Care Quality Commission

Job Title	Deputy Director – Technology Change Delivery
Grade	E3
Function	Technology
Job Purpose	To lead on all aspects of project, programme and product-based change delivery management for the Technology unit.
	To develop and implement modern, efficient and effective technology change deliver management methodologies and tooling across the Technology unit providing similar support to the Data & Insight unit where required.
	Develops an inclusive, high performing Technology Change Delivery team and network of partners with the right skills and capabilities.
Accountabilities and Responsibilities	Implementation of an effective Technology demand and triage management capability which tracks resourcing capability and capacity, identifies gaps to enable forward planning and feeds into CQC's wider demand management and triage processes to enable and support deliver of CQC's broader change agenda.
	Define and embed technology change delivery methodologies, processes and artefacts aligned to technology and CQC methodologies and governance considering both functional and non-functional requirements e.g. Secure by Design, Accessible by Design, to ensure right first-time delivery of technology change.
	Lead on the implementation of effective Technology delivery portfolio management, delivery governance and delivery status reporting such that key decision support is in place and dependencies, risk and issues are identified and addressed to ensure success, and budgets are well managed.
	Direct the Technology team to produce a multi-year delivery roadmap and use this for forward planning in terms of resourcing and budgeting.
	Ensure the Technology unit has the right competencies and tooling in place to deliver technology change effectively with a focus on delivery excellence and providing support to the wider organisation in terms of agile change delivery skilling.
	Establishment and management of a network of external partners to compliment and augment the CQC internal capability and help us deliver effective technology change delivery management, while managing partner contract performance.
	Take a lead role for the Technology unit on CQC enterprise change committees and boards.

	Develop and embed effective IT service design & transition behaviours working with other leads to assure implementation and adherence to the required processes and production of the required artefacts.
	Fosters a customer-centric approach within the team by shaping a common vision, setting clear objectives as well as creating the right (safe) environment for team members to take the initiative, experiment and learn.
	Creating an environment to foster value relationships, including the ability to work collaboratively across multiple supplier teams / CQC teams.
	Develops and manages the annual Technology change delivery budget (operating and capital expenditure) budget to ensure it is consistent with overall Technology, directorate and CQC objectives, driving down cost and increasing value to CQC and colleagues.
	Works effectively with other Technology, Data & Insight and business change teams to ensure efficiencies are sought and delivered through working as 'One Team'.
	Promotes a culture of respect and fairness and understands personal responsibilities around delivering against CQC diversity and inclusion strategy.
	Demonstrate competence and supports others to achieve behavioural excellence through our Success Profiles ensuring yourself and those you work with are the best that they can be.
	As a member of the senior Technology, Data & Insight team support the CDDO leadership team in contributing to the broader management of technology to ensure successful implementation of the strategy and the new operating model.
	Role models and supports others to instil our values into everything that we do.
	This role will also partner with a CQC directorate and undertake a strategic role as IT Business Partner.
Skills and experience	Educated to Master's degree level or equivalent level of experience of working at a senior level in this specialist area.
	Extensive knowledge and experience of technology change delivery methodologies and implementation to government standards using standard delivery practices e.g. Agile, PRINCE2.
	Proven experience of influencing and delivering enterprise level change capabilities, ensuring a technology change capability is well placed as part of that, for other private or public sector organisations.
	Significant leadership experience at senior level in relevant sector with outstanding organisational skills.

	Experience working at the boundary between business and technology with exceptional interpersonal skills.
	Demonstrable track record in formulating business proposals to leadership which demonstrate value to the organisation and colleagues.
	Proven capability to deliver cross ALB solutions and services.
	Comprehensive knowledge of delivery management tooling and implementation to meet organisational needs.
	Experience in setting up and chairing of technology change delivery committees to oversee work across the directorate.
	Experience of working with multiple stakeholders with sometimes opposing objectives to gain consensus.
	Proven level of experience of leading and delivering complex change and strategy development programmes in a politically sensitive and complex environment (sector wide/ Board Level / External Agencies).
	Experience in programme management and structuring the delivery of complex work, incorporating multiple inputs and stakeholders, management of fluctuating workflow and associated resource management.
	Experience of leading and managing teams to be inclusive, successful, and motivated.
	Significant evidence of continued professional development.

Values & Behaviours

Excellence

In my work for CQC:

- I set high standards for myself and others, and take accountability for results
- I am ambitious to improve and innovate
- I encourage improvement through continuous learning,
- I make best use of people's time, and recognise the valuable contribution of others

Caring

In my work for CQC:

- I am committed to making a positive difference to people's lives
- I treat everyone with dignity and respect
- I am thoughtful and listen to others
- I actively support the well-being of others

Integrity

In my work for CQC:

- I will do the right thing
- I ensure my actions reflect my words
- I am fair and open to challenge and have the courage to challenge others
- I positively contribute to building trust with the public, colleagues and partners

Teamwork

In my work for CQC:

- I provide high support and high challenge for my colleagues
- I understand the impact my work has on others and how their work affects me
- I recognise that we can't do this alone
- I am adaptable to the changing needs of others