



**Creative Support Ltd, Head Office**  
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Stockport, SK1 3TS www.creativesupport.co.uk

**Director of Innovation and Transformation**  
**Head Office, Stockport (with national travel required)**

**Reference: 84061**

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

**Closing Date: 12 June 2025**

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully

**Recruitment Department**

**All employees are subject to enhanced DBS checks**



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## **JOB DESCRIPTION – DIRECTOR OF INNOVATION AND TRANSFORMATION**

**Head Office, Stockport, with national travel**

**Responsible to:** Director of Business Development

### **The Role:**

This role will have leadership responsibility for the development and delivery of the Innovation & Technology strategy for the organisation, ensuring that delivery meets frontline priorities. The role will be a key member of the Executive Management Team.

### **Technology**

- 1.1. Develop a Digital Strategy that aligns to the overall organisational Strategy, priorities and values
- 1.2. Create a roadmap, based on identified priorities, for the delivery of programmes of work with clear metrics of success
- 1.3. Translate strategy and roadmap into delivery through IT and Online Systems Team
- 1.4. Maintain continual review of systems and practice in place to ensure that technologies offer the best service, value for money and benefit for the organisation
- 1.5. Monitoring expenditure on all digital systems and reporting transparently to the Executive Team
- 1.6. Entering into contract negotiations with suppliers to ensure all investment represents the most cost effective and beneficial solution for the organisation
- 1.7. Planning investment schedule for technology to maintain technology for staff that meets current security standards
- 1.8. Oversight of delivery through IT and Online Systems Teams

### **Cyber Security**

- 2.1 Undertaking reviews to ensure that standards required for Cyber Essentials are met and, where possible, exceeded
- 2.2 Leading on annual application for Cyber Essentials with the Head of IT
- 2.3 Collaborating with the tendering team as required to produce appropriate responses and documentation around standards in place and accreditation
- 2.4 Ensuring any new technologies reviewed meet security standards and that any implementation supports staff to meet standards required to keep data safe
- 2.5 Review of any critical incidents - identifying learning and ensuring the safety of data moving forward
- 2.6 Reporting any incidents and actions taken to the Board

### **Information Governance**

- 3.1 Leading on completion of the Data Security and Protection Toolkit
- 3.2 Key point of contact for any queries or incidents relating to information sharing or breaches
- 3.3 Supporting completion of any DPIA's or DSA's as required
- 3.4 Develop and review Information Governance Policies to ensure understandable and effective practices are in place

### **Business Transformation**

- 4.1 Working collaboratively with the Executive and Senior Management Teams to review processes that are identified as not offering the best solution and services that need to implement change
- 4.2 Develop programmes of change that meet business need in the most efficient and cost effective way
- 4.3 Provide Project Management and change management support for Managers and teams to ensure the most positive implementation
- 4.4 Engage Personnel as required to support change

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### Telephony

- 5.1 Ensuring delivery in terms of mobiles, landlines and broadband is aligned to organisational strategies and priorities
- 5.2 Completion of reviews of systems in place, alongside the team, to ensuring best standards
- 5.3 Entering into contract negotiations as required

### Assistive and Personal Technology

- 6.1 Maintaining a central register of assistive and personal technologies in place
- 6.2 Supporting services in identifying opportunities for implementation of assistive or personal technologies that can improve quality of life
- 6.3 Supporting investment strategies as appropriate
- 6.4 Sourcing specialist input from qualified practitioners

### On-boarding & Development of New Services

- 7.1 Supporting newly developed or transitioning services in implementation of required systems and processes
- 7.2 Ensuring new services are set up on appropriate systems and that staff are confident in their use
- 7.3 Providing practical support to managers throughout transition

### Other

- 8.1 To accept regular support and supervision from line manager
- 8.2 To carry out all work in a manner consistent with the aims and principles of Creative Support
- 8.3 To maintain confidentiality at all times, in accordance with the agreed policy
- 8.4 To identify own training needs in discussion with line manager and to attend training/courses
- 8.5 To observe written policies, procedures and guidelines agreed by Creative Support
- 8.6 To undertake travel across England as required and work flexibly to meet deadlines
- 8.7 Any other duties as required

**PERSON SPECIFICATION – DIRECTOR OF INNOVATION AND TRANSFORMATION****Head Office, Stockport**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
<b>1</b>	Degree level educated or relevant professional qualification in technology and/or Health & Social Care	Application & Interview	Essential
<b>2</b>	Experience of designing and owning programmes of work	Application & Interview	Essential
<b>3</b>	Excellent project management skills	Application & Interview	Essential
<b>4</b>	High level understanding of technology systems and their effective application	Application	Essential
<b>5</b>	Understanding delivery of social care services and the impact of technology on frontline delivery	Application & Interview	Essential
<b>6</b>	Knowledge of GDPR, Data Protection Laws and Best Practice	Application & Interview	Essential
<b>7</b>	Experience of change management, including managing key stakeholders	Interview	Essential
<b>8</b>	Financial acumen to manage contract negotiations and monitor expenditure	Interview	Essential
<b>9</b>	Experience in management and supervision of teams	Interview	Essential
<b>10</b>	Excellent written and verbal communication skills	Application & Interview	Essential
<b>11</b>	Able to produce high quality documentation within concise timescales	Application & Interview	Essential
<b>12</b>	Excellent problem solving skills, including finding compromises to meet challenges	Application & Interview	Essential
<b>13</b>	Willingness to travel and work flexibly	Interview	Essential
<b>14</b>	Car driver preferred	Application	Desirable

## TERMS AND CONDITIONS - DIRECTOR OF INNOVATION AND TRANSFORMATION

Head Office, Stockport

<b>Salary:</b>	<b>Up to £66,000 per annum</b>	
	<b>Point One:</b>	£60,000 per annum
	<b>Point Two:</b>	£62,000 per annum
	<b>Point Three:</b>	£64,000 per annum
	<b>Point Four:</b>	£66,000 per annum
<b>Please Note:</b> <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

### Hours of Work:

Full time hours are nominally based on 37.5 per week. Part time hours will be considered. Service Directors are expected to work flexibly and responsively according to service and organisational needs. Overtime is generally not paid for work in addition to 37.5 hours other than on an exceptional basis and by prior agreement.

### Holidays:

30 days annual leave plus 8 statutory days pro rata.

### Birthday Holiday Bonus:

One additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

### Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

### Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

### Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

### Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

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**Life Assurance:**

Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times annual salary. Participation in this scheme is free and is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time on reasonable notice to you.

**Discretionary Benefits:**

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

**Employee Assistance Service:**

This is a completely free service, provided by Health Assured, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

**Hospital Saturday Fund:**

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy. There are a variety of schemes and payments can be made via deductions from your pay.

**Annual Rail Ticket:**

Discounted annual rail season ticket plans are available to employees following completion of probationary period.

**Payroll Giving:**

Administered by Charities Trust, a tax-efficient way of donating on a regular basis to any of the registered charities either large or small.

**We Care Staff Awards:**

We recognise our dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

**Weekly Prize Draw**

All employees with a permanent contract are entered into a weekly prize draw for £100 of supermarket shopping vouchers.

**Your Rewards:**

Employee benefits and discount vouchers available through the Your Rewards website.

**Long Service Award**

Awarded in the December following the 10, 15, 20, 25 and 30 year anniversary of your continuous service date with Creative Support.

**Retirement Awards:**

£100 bonus when you retire from employment with Creative Support. Permanent contracted employees with at least two years continuous service are eligible.

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**Refer a Friend Scheme:**

Staff who successfully refer a friend to Creative Support's employment can claim £200 worth of vouchers.

**Welcome Back Grant:**

£200 worth of vouchers for employees who return to the organisation who have had at least six months between resigning from their original post and taking up their new role.

**Uniform:**

If applicable for your service you will be provided with a uniform. The amount of uniforms that are provided will be dependent on your hours worked.

**Company mobile phone and laptop:**

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

**Travel Expenses:**

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.