



Welcome Letter

Hello

Thank you for your interest in ClwydAlyn and our plans to appoint a **Head of IT**. This is an exciting time to join us to help us further develop our Business Enablement Strategy supporting all aspects of the company to transform services to meet customer expectations.

ClwydAlyn is already focussed on tackling 'Wicked Issues' such as poverty, health inequality and homelessness, managing over 6,200 homes and employing 750 people who work together to achieve our mission to beat poverty.

Our homes and services include care, supported housing for people who have been homeless, and the provision of safe, good quality, affordable homes. We work across seven local authorities in North and Mid Wales.

We are much more than a social housing provider. We work collaboratively across a range of sectors to deliver our social priorities and demonstrate our Social Value. We make a significant contribution to the North Wales economy both as an employer, and as an investor.

Over the past year, we have implemented a new Housing Management System, Tenant Portal and will shortly be launching our new Asset Management, H&S Compliance, Payroll and HR Systems. We have a dedicated in-house IT team who play an integral role in implementing new systems and are responsible for ensuring our infrastructure meets the needs of the business.

We are led by a strong board and an experienced, motivated Executive Team, and are supported by our committed, passionate, and talented staff.

I am looking for someone who can work well with people across the business, who is enthusiastic about what IT can do and inspire others to embrace change. You will be expected to be creative and will be given the time with your team to explore what is possible and how we can exploit technology. We are a values-driven organisation so will want you to support your staff and others to achieve their full potential.

If you are passionate and have the drive and ambition to work for an organisation that is driven by its social purpose, I would like to hear from you.

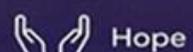
How We
Do Things



Trust



Kindness



Hope



The information below provides you with a more detailed picture of the role and our organisation. Further background information can also be seen on our website and in our report - [environmental-social-and-governance-report-2020-2021_en.pdf \(clwydalyn.co.uk\)](#)

We work flexibly with all staff expected to make a positive contribution to our North Wales communities. Our St Asaph office, V72, is centrally located along the A55 North Wales corridor, 35 minutes from Chester, 45 minutes from Liverpool and an hour from Manchester. We are a proud Welsh company with English as our business language.

If you can provide the leadership, experience, and direction we are looking for, then I really look forward to hearing from you. If you are interested in discussing the opportunity further, please contact me on 07342 072210 or email me paul.mcgrady@clwydalyn.co.uk

Kind regards

Paul McGrady
Executive Director of Resources

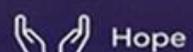
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About ClwydAlyn

Our history

ClwydAlyn Housing Association was launched in October 1978 as a non-charitable Registered Social Landlord to answer the growing housing needs of the community in North Wales.

Our development programme

We aim to grow the number of homes we own and manage to over 7500 by 2025, our longer-term development plans for the Group are ambitious and underpinned by our Development and Investment Strategy. The development programme consists of new build and refurbishment projects including listed buildings and our activities deliver significant local benefits and investment in trades, suppliers, training and apprentices supporting the Welsh economy.

Our social value priorities

Our mission is 'together to beat poverty' - we want everyone in North Wales to have access to excellent quality housing, and we want to work with partners to address the causes and impacts of poverty. In turn helping to enrich our communities by giving support where it's needed, whether that's helping people to get back into work, combating social isolation, supporting residents in fuel poverty, or providing access to nutritious food. We live by our Values of Hope, Trust and Kindness

Our IT priorities

The requirements being placed on housing associations are increasing significantly and we will need to rely heavily on technology to support us. We are currently implementing several new major systems, and these will need to be completed and ensure they support the business. Our servers will be coming to the end of their useful lives shortly and we need to consider whether we move systems to being hosted externally. We also need to consider how technology can be used to reduce energy consumption, improve our understanding of assets, and remotely access equipment such as air source heat pumps to reduce costs of maintenance.

You will be responsible for the next iteration of our strategy to address these and many other pressures facing us.

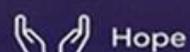
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Our Leadership

ClwydAlyn is led by a Board and Executive Management Team with a wide range of experience in relevant fields, who are responsible for leading the strategic direction to deliver our mission ‘Together to Beat Poverty.’ Further details can be found in our [business plan](#).

Living and working in Wales

We are in an attractive part of North Wales; our Senior Leadership Team work flexibly, but typically live within commuting distance of St Asaph (in North Wales, Liverpool, Manchester, and Cheshire).

If you are new to the area, you can find out more about [Explore North Wales - GoNorthWales.co.uk](#)

Role Overview - Head of IT

As our Head of IT, you will be responsible for developing and driving the company’s vision and strategic IT plans through our business enablement strategy. You will be responsible for managing an effective IT team to deliver innovative solutions and new ways of working across a very diverse organization.

As a strategic leader within the business, you will be expected to contribute to strategic plans, advise the Executive, the Board and other Heads of Service, providing ideas and challenge to improve services. You will also be responsible for safeguarding the company against security risks and ensuring data integrity.

Responsibilities:

Innovation

- 🏠 Define the vision for technology and how it will support ClwydAlyn through its Business Enablement Strategy and aligning it with the Business Plan and Corporate Objectives.
- 🏠 Identify emerging technologies and systems that would help the organization deliver improved services to our residents. Partnering with the Executive Leadership Team and the Senior Leadership Team to identify and exploit new digital business models and capabilities.



- 📍 Lead innovation to explore how these emerging technologies can transform the business.
- 📍 Making the business cases to help us decide which technologies to invest in and procure.
- 📍 Help the business to prepare for change and disruption caused by technology and lead us through these changes.
- 📍 Support other innovation efforts throughout the business.
- 📍 Develop regional and national contacts and networks to influence the housing sector in Wales on IT issues.

Operational

- 📍 Regularly evaluate the infrastructure and system architecture to ensure we are making the best use of opportunities. Establishing requirements in acquiring technology applications, services, systems and equipment.
- 📍 Assess the potential risks of bringing new and emerging technologies into the organization and determine how to mitigate them.
- 📍 Manage technology vendors and suppliers for the software, services and hardware procured. Negotiating and managing vendor contracts to cost, safety and procurement standards.
- 📍 Working with departments, service leaders and residents to understand our service requirements to translate them into effective digital products and services
- 📍 Improving and/or digitizing the resident experience
- 📍 Ensuring that the appropriate risk assessments are made when introducing new information and operational technology into the organization

Security

- 📍 Ensure the confidentiality, integrity and availability of all systems, networks and data and compliance with all relevant data protection requirements.
- 📍 Ensure robust cyber security measures are in place and that systems and data are protected from external threats.
- 📍 Ensure appropriate disaster recovery and business continuity plans are in place and effective
- 📍 Ensure services are available to a high standard and match the requirements of a business that runs services for vulnerable people 24 hours a day 7 days a week



Your Team

- 📍 Lead and inspire your team to always look for ways to improve how the company uses IT.
- 📍 Ensure the support provided by them is always the best it can be and that they understand what goes on in the wider business.
- 📍 Develop talent, give your team opportunities, and encourage them to bring new ideas forward.

Values

- 📍 ClwydAlyn’s core values are trust, hope, and kindness. You should reflect these values when dealing with others.
- 📍 You should always be approachable and helpful, acting professionally with integrity and diligence and be open and honest in all your dealings and expect others to be transparent in how they work.
- 📍 This is a leadership post, and we want you to be a role model for others, think creatively and work across departments to help them improve.

Knowledge & abilities

- 📍 Substantial experience leading IT teams
- 📍 Evidence of development and delivery of IT strategies
- 📍 You will be involved with lots of diverse services supporting vulnerable people, so empathy and an ability to talk, jargon-free, to people is really important
- 📍 Relevant degree level qualification
- 📍 Evidence of ongoing professional and personal development
- 📍 An understanding of the housing sector would be useful

Main terms and conditions

Benefit	Details
Remuneration	<ul style="list-style-type: none"> ▪ Salary range of 56,974 to 59,107 depending on skills and experience
Pension	<ul style="list-style-type: none"> ▪ Social Housing Pension Scheme (SHPS)



	<ul style="list-style-type: none"> ▪ Defined contribution scheme, matched contribution of up to 8% ▪ Life Assurance linked to pension membership – 3 x salary
Annual leave	<ul style="list-style-type: none"> ▪ 30 days per annum plus Bank Holidays
Other benefits	<ul style="list-style-type: none"> ▪ Support with Continuing Professional Development, Voluntary Benefit Scheme including health scheme, recognition scheme, cycle to work scheme, payment of annual professional fees.

Recruitment timetable

Recruitment stage	Date
Recruitment window opens	9.00am 22 June 2022
Closing date for applications	10.00am on 6 July 2022
Initial Interviews*	13/14 July 2022
Final Interviews*	19/20 July 2022

* Please note clearly in your Supporting Statement if you are unable to make any of the key dates.

Further information

For further information about the recruitment process please contact Paul McGrady, Executive Director of Resources on 07342072210 or email Paul.mcgrady@clwydalyn.co.uk

How to apply

To apply for the **Head of IT**, please send the following to Paul.mcgrady@ClwydAlyn.co.uk



- A **detailed CV** (no more than three sides of A4) including details of positions held (and dates), size of budgets, teams managed and key achievements.
- A **supporting statement** (no more than three sides of A4) explaining your motivation in applying for our **Head of IT** opportunity and how you would approach the role. Please give examples of specific achievements in the last five years which demonstrate your competence for this role. You should also address the main areas in the role overview (summarising how you feel that your experience makes you a suitable candidate).
- Full contact details (name, job title, organisation, phone, and email) for **two referees** (including your current employer if applicable). Please note we will not take up references without your prior permission

Your application will be acknowledged and treated with strictest confidence.

Next Steps

All applications will be considered and assessed against the requirements of the job description to select an initial list of candidates. If you have been successful at this stage, we will be in touch with further details. If you are unsuccessful, you will receive an email from us and will be offered feedback.

