

Role title	Head of Digital & Data	Grade	Senior Leader / Head of Function
Reports to	Chief Technology & Finance Officer	Location	Central Support Office, Darlington
Job family	Finance & IT Directorate	Job Code	
Role Purpose			
The Head of Digital & Data leads HCOne's internal systems, data and digital product capability, driving the Group's data strategy, digital transformation programme and systems landscape across 146 homes. Managing a team of seven (Data Lead, Digital Product Lead and Integration & Systems Analyst, with Data Analysts and Product Specialists reporting to the Leads), the postholder builds HCOne's capacity to harness data for resident outcomes, operational efficiency and financial insight, develops digital products that transform care delivery, and ensures finance, care management, HR and payroll systems are well-integrated. Given HCOne's US investor trust ownership and SOX obligations, the postholder is responsible for ensuring IT General Controls (ITGCs) across the systems and data landscape are appropriately designed, documented and tested — collaborating with the Financial Controller and CTFO on the SOX Section 404 controls framework as it applies to IT systems (access management, change management, system operations and program development controls).			
Main Activities			
Digital & Data Strategy • Develop and drive HCOne's digital and data strategy, setting a vision for how technology and data improve resident outcomes, operational performance and financial management. • Identify, evaluate and prioritise digital transformation opportunities. • Maintain the Group's digital roadmap; ensure strategic alignment with the CTFO and Group leadership. IT General Controls (ITGCs) & SOX • Ensure ITGCs across HCOne's systems landscape are appropriately designed, documented and operating effectively per the SOX Section 404 framework. • Maintain ITGC documentation covering user access management (including privileged access and access reviews), change management (change control procedures for all in-scope systems), system operations (backup, availability, incident management) and program development. • Support the Financial Controller and CTFO in ITGC testing and evidence provision for SOX auditors. • Manage system access reviews for all in-scope financial systems; ensure access is role-appropriate and regularly reviewed. Data Platform & Analytics • Oversee development and management of HCOne's data platform: a reliable, governed and scalable foundation for analytics and reporting. • Drive the transition from manual reporting to automated, data-driven insight. • Ensure data governance, quality and integrity standards are maintained — including DSPT compliance and GDPR obligations. Digital Product Development • Lead HCOne's internal digital product development. • Maintain a rigorous user-centred product development process. • Manage the digital product roadmap; ensure products are delivered on time and within scope. Systems Integration & Team Leadership • Ensure HCOne's key systems are well-integrated; oversee the Integration & Systems Analyst.			

Lead, develop and manage the Digital & Data team of seven.		
Qualifications and Skills Required		
	Essential	Desirable
Qualifications and knowledge	Knowledge of IT General Controls (ITGCs) in a SOX Section 404 environment — user access, change management, system operations and program development controls	- Knowledge of DSPT (Data Security and Protection Toolkit) obligations - Knowledge of CQC technology and digital standards for care providers
Skills	- Sets a compelling, pragmatic digital and data vision - Builds scalable, governed data platforms and drives analytics maturity - Leads user-centred digital product development	Cloud and BI platform experience (Azure, Power BI)
Experience	- Significant experience in a digital, data or technology leadership role in a multi-site care or health organisation - Track record delivering data strategy and analytics capability - Experience leading digital product development with a user-centred approach - Experience leading a technical team	
Personal attributes	- Strategic yet pragmatic; balances long-term vision with delivery - Builds and develops high-performing technical teams - Strong governance and controls mindset; rigorous on documentation and evidence	
Special features		
- An Enhanced DBS disclosure is required for this post. - A DVLA licence check is required in line with HCOne insurance policies. - Based at the Central Support Office, Darlington; regular office attendance required, with some travel to homes and regional offices. - SOX-relevant role, subject to US investor trust reporting obligations and internal controls requirements. - HCOne is an equal opportunities employer and encourages applications from all sections of the community. - All postholders are expected to uphold HCOne's core values: Quality, Innovation, Compassion, Integrity and Respect.		
Dimensions:		
Leads HCOne's digital, data and systems capability across 146 care homes in England, Scotland and Wales (approximately 8,000 residents' capacity).		

- Line-manages a team of seven: Data Lead, Digital Product Lead and Integration & Systems Analyst, with Data Analysts and Product Specialists reporting to the Leads.
- Accountable for ITGCs across in-scope systems under the SOX Section 404 framework.
- Reports to the Chief Technology & Finance Officer.