

**St John
Ambulance**



Chief Information
Officer



Starfish

Welcome

Dear Applicant,

Thank you for your interest in this appointment. The ubiquity of the St John brand, and our rich history, give us a wonderful platform to build on as we continue to restore, consolidate and expand our organisation.

St John Ambulance is a significant and complex charity operating in a leading position in a modern and competitive world. Turning over around £100m annually, we respond to health emergencies, support communities, and save lives – relying on public donations to do so. Since the onset of Covid-19, we have provided over 1,000,000 hours of volunteer support to the NHS, on ambulances, in communities and caring for Covid-19 patients in hospitals as well as partnering with the NHS in vaccinating the nation.

As our journey of growth and cultural change continues, we're seeking a talented Chief Information Officer (CIO) to join our new Chief Officer Team. Reporting to the Chief Executive, the role is to provide senior strategic leadership of change, digital, data and insight and technology teams for St John Ambulance. You will ensure that the charity's technology, digital and data platforms and systems are transformed, so they provide a progressive digital working environment and clear set of intelligence tools and resources that inform strategic and operational planning.

Digitally-enabled transformation already underway includes implementation of Microsoft Dynamics CRM to support the individuals and organisations we work with, implementation of electronic patient records and delivery of enhanced digital support to our employees and volunteers. We are now looking for someone with deep transformation delivery experience who can take a clear and confident lead across these and other multiple and substantial projects, many reaching right across St John Ambulance's network.

You may be in central or local government, the NHS, a leading Higher Education Institution or a regulated industry. But wherever you are now, you will be someone with a positive and hardworking attitude who shares our values and is comfortable working within a team environment and under your own initiative. You will have the skills to lead St John colleagues across change, transformation, digital / technology, data, and insights, quickly establishing yourself as a widely respected, creative and results-driven thinker.

If you believe you might have what we are looking for then we very much look forward to hearing from you.

Martin Houghton-Brown
Chief Executive



About St John Ambulance

The Order of St John is an international family of charities whose mission is to lead globally in first aid and medical responses to community healthcare needs. St John Ambulance is the nation's leading first aid training organisation, helping members of the public gain the skills that help them save lives where they live and work. We run one of the most successful training businesses in the UK, operating as a social enterprise within the charity's governance. We proudly educate over 800,000 people annually and turn over £50m in enterprise income each year.

Our employed ambulance crews are in action, day-in, day-out delivering vital patient transport and acting as back up to the NHS ambulance service. From our vibrant youth programmes to our world-class training, we empower people of all ages with lifesaving skills and the confidence to use them, every day. 2022 will mark our 100th anniversary of training young people, through our Cadet programme, in essential first aid skills, giving them the confidence to save lives.

Since 2020, we have been a leading player in the fight against the Covid-19 pandemic with more than 5,000 St John people having given their time to the front line supporting local communities and the NHS, providing ambulances and crew, supporting the delivery of care in hospitals and providing logistics to ensure supplies of equipment. More recently, we have recruited and deployed 27,000 volunteers as part of the Covid vaccination programme, representing the largest ever peacetime event for the charity.

Close to 50,000 volunteers and 1,600 employees are involved in providing and supporting St John's charitable services. St John Ambulance is a leading provider of youth services with over 10,000 young people engaged in a range of programmes from age 6-18. We are also active in a number of Universities with many hundreds of students participating in our student programmes.

Our charity proudly provides first aid and medical services at thousands of public events, from the London Marathon and Premier League football to the village fete and county shows. We are also a major commissioned provider of 24/7 ambulance support to NHS trusts as well as specialised services such as neo-natal transport.

Find out more

To find out more visit <https://www.sja.org.uk/>



Role Description

Role title	Chief Information Officer (CIO)
Reports to	Chief Executive
Role purpose	Reporting to the Chief Executive Officer, the CIO will provide senior strategic leadership of change, digital, data and insight and technology teams for St John Ambulance. They will ensure that the charities technology, digital and data platforms and systems are transformed to provide a progressive digital working environment and a clear set of intelligence tools and resources to inform the leadership of the charities strategic planning and operations.

Key responsibilities of the role

Leadership of Change Portfolio

- Frame & lead the delivery of the charity's portfolio of change, driving improvement in project/programme delivery and in the organisation's change capability.
- Develop and lead transformational change projects as required by the strategy, ensuring key deliverables are met and benefits realised.
- Ensure governance frameworks and reporting systems are in place to deliver the change portfolio balancing time, cost and quality.

Digital leadership

- Frame & lead the delivery of digital change as part of the broader portfolio of change.
- Innovate and deliver best in class digital solutions that make it easier for St John people to thrive in their roles and deliver a seamless service to our customers, supporters and beneficiaries.
- Create and support an environment of digital engagement and maturity.
- Maintain excellent external relations that ensure St John is well informed and at the forefront of digital ways of working in the charity sector.

Data & Insights

- Ensure that our data is effectively mapped, stored, governed and available for strategic and operational intelligence.
- Provide leadership and oversight to the organisation's intelligence and insight teams, developing research and insight that allows us to maximise our organizational learning and our impact on community health resilience.

Technology Leadership

- Lead and ensure that there is an effective provision of technology services and support internally and through contracted service providers to provide seamless, high performing technology for all St John People.
- Lead information and cyber security for St John, ensuring an appropriate security posture is maintained and providing assurance to organisational stakeholders.
- Ensure compliance with all legal and policy standards regarding data and digital security best practice.
- Identify and actively manage organisational technology risks.

Advice/Expertise

- Provide advice to the Board, Exco and ELT to ensure the charity uses its digital and data assets efficiently and effectively to support the strategy and operational delivery.
- Provide high quality specialist advice on business transformation (people, process, and technology), technology solutions, operations, and governance.
- Build and maintain effective relationships with stakeholders across networks and the broader organisation.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.



Person Specification

Please respond directly to the criteria listed under Knowledge and Experience in your supporting statement. Criteria listed under Parts Two and Three will be further tested at interview for selected candidates.

Part one

Knowledge and experience

- Outstanding record of achievement as a board-level leader.
- Deep experience of leading technology, digital and data systems in a comparable or similarly complex environment.
- Proven track record of leading large scale and complex change and programmes that span multiple departments and services.
- Proven experience of working with volunteers.

Part two

Skills and abilities

- Strong change and programme management abilities.
- Able to present information effectively to key stakeholders and colleagues across the organisation, with excellent attention to detail.
- Outstanding leadership and team-building skills, with the capacity to engage, inspire and win hearts and minds, and to involve staff who have been through change.
- Excellent diplomatic skills and secures trust and confidence immediately.
- Strong and engaging presentational skills.
- Excellent organisational and problem-solving skills – you know when to get involved and when to enable and empower others.
- Agile, flexible and able to respond proactively to a changing environment.

Part three

Leadership style and personal attributes

- Positive leadership style and an active leader and champion for our values.
- Comfortable leading within a networked environment and under their own initiative.
- An energetic, dynamic and inspirational style of leadership with an emotionally intelligent leadership style.
- Strong partnership worker and alliance-builder.
- Makes connections and identifies leverage quickly.
- Influential role model for St John's values.



Terms of Appointment

Salary	This role attracts a salary of up to £125,000. More may be available for an exceptional candidate. Starting salary will be dependent on experience.
Location	The role can be based anywhere in England but you must be available and willing to travel to London frequently.
Annual leave	For employees working five days per week, the annual leave entitlement is 25 days plus eight bank holidays. After three years' service it rises to 27 days and after five years it rises to 30 days. You can carry up to five days' leave into the following year and you can also buy or sell up to one week of annual leave.
Pension	Up to 8% matched employer contribution.
Wellbeing	A range of benefits including: employee assistance programme, wellbeing zone, gym discounts, cycle to work scheme, shopping, travel and cinema vouchers, financial education and assistance.



How to Apply

We hope you will consider making an application.

To make an application, please go to <https://starfishsearch.com/jobs/sja-cio/> and click on the apply now button, with the following prepared:

- your CV (no more than three sides)
- a short supporting statement (maximum two sides) that sets out why you are interested in joining our organisation, and in this role

We would be grateful if you would also tell us any dates when you are not available to attend interview.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date	Monday 30th May 2022
Preliminary interviews	w/c 6th or 13th June 2022
Any informal conversations with stakeholders	w/c 20th / 27th June 2022
Candidate assessments (Hogan and Wave)	As above
Final interviews (with colleague workshops)	w/c 1st / 4th July 2022

