



Candidate Pack for Senior Head of Technology

Welcome

Thank you for considering this exciting opportunity to join the MND Association as our Senior Head of Technology at such a pivotal stage in our charity's journey.

The Motor Neurone Disease (MND) Association is dedicated to improving the lives of people affected by MND, now and in the future. We fund research, improve care and provide support for people with MND, their families and carers. As a membership organisation with more than 12,000 members and 13,000 volunteers, we have a powerful national and local network united behind our vision for a world free of MND. People with MND, their families and carers are at the heart of everything we do.

This is a time of real opportunity. With growing awareness and investment in research, we are hopeful of meaningful progress towards new treatment options, bringing hope, choice and greater control to our community.

Following a period of rapid growth, we are now focused on building on our success, strengthening our foundations, extending our reach and increasing our impact. Our new strategy reflects this ambition: bold, forward-looking and unapologetic in its pursuit of excellence.

We are now looking for an exceptional Senior Head of Technology to play a critical leadership role in delivering this ambition. This is a senior role within the association and as a strategic partner to the Executive Team, you will lead the development and implementation of our technology strategy - driving innovation across digital, data and IT services. You will ensure our platforms, systems and architecture are modern, secure and scalable, enabling the organisation to deliver greater impact through improved services, insight and ways of working.

We are looking for someone with significant experience of leading high-performing, multidisciplinary technology teams, with a track record of delivering robust, forward-looking technology strategies in complex and evolving environments. Comfortable operating at a senior level, you will be equally at ease shaping long-term vision and ensuring excellent delivery, translating complex technical concepts into clear, actionable plans that engage and inspire colleagues across the organisation.

The MND Association is an open, non-hierarchical organisation and, as our Senior Head of Technology, you will actively embrace this approach. Whatever your background, you must be able to demonstrate a real understanding of what motivates people to work or volunteer with us, and the complex, often highly challenging and emotive environment in which we operate.

This is a role with real purpose and impact. Technology will be central to how we grow, innovate and deliver for our community, and you will be critical in ensuring we harness its full potential to support people living with and affected by MND. If you are motivated by purpose, inspired by challenge, and ready to lead with clarity and ambition, I hope you will read on to find out more.



Quinton Newell
Chief Operating Officer

About MND and the work of the Association

Motor neurone disease (MND) is a fatal, rapidly progressing neurological condition affecting more than 5,000 adults in the UK at any one time. The disease causes messages from nerves (motor neurones) in the brain and spinal cord that control movement to gradually stop reaching the muscles, leading them to weaken, stiffen and waste.

The result is that people become locked in a failing body, unable to move, talk and eventually breathe. Some may experience changes in thinking and behaviour, with a proportion experiencing a rare form of dementia. MND does not usually affect senses such as sight, hearing and touch.

MND kills a third of people within a year and more than half within two years of diagnosis. It affects people from all backgrounds and a person's lifetime risk of developing MND around 1 in 300. Today 6 people will be diagnosed and 6 will die from MND. There is no cure.

The MND Association focuses on funding research, improving access to care and campaigning for people living with or affected by MND in England, Wales and Northern Ireland. Our network of members provide information and support for people with MND, their families and carers. We fund and promote research that leads to new understanding and treatments and brings us closer to a cure. We campaign and raise awareness so the needs of people with MND are recognised and addressed by wider society.



Our values

People with MND, their families and carers are at the heart of everything we do.

We're one strong team
We make every day count
We think big
We are determined

To view our strategy and annual report, and Impact Report, please click the links below:

[Annual report 2024](#)

[2024 Impact report](#)

[2025 – 2030 Strategy.](#)



Job description

Job title:	Senior Head of Technology
Reports to:	Chief Operating Officer
Direct reports:	Head of IT; Head of Digital Products and User Experience; Head of Data and Insights.

Role purpose:

The Senior Head of Technology will drive implementation of the technology strategy that underpins the Association's mission. They will own the digital, data and technical architecture and support innovation and operational excellence across the organisation.

They will lead high-performing digital product, data and insight and IT operations and delivery function to grow scalable, interoperable platforms and solutions. With accountability for cyber-security and technology risk, they will ensure the organisation's core systems are robust, modern and continually improving.

They will act as a strategic partner to senior leaders, advancing digital innovation and data insight, accelerating adoption of cutting-edge technologies and co-creating solutions that meaningfully enhance services and ways of working.

Principle responsibilities:

Leadership

- Develop a compelling vision and strategic plan which fully supports the Association's organisational strategy. Own the technology roadmaps which deliver to that strategy.
- Lead and mentor a talented team, developing the culture of partnership, continuous improvement, and technical excellence.
- Provide thought leadership to the Executive Team on how digital and technology can help to deliver the Association's strategy and goals with appropriate and informed advice on the potential benefits and risks of alternative business models.
- Build an appropriate external profile within the sector and beyond to allow the Association to be well informed of technology developments and to contribute to the advancement of technology in the sector.

Service Delivery and Improvement

- Ensure the Association has the organisational skills, capabilities and ways of working to deliver sector leading digital solutions across care, fund-raising, research, policy & campaigning, and volunteering.
- Ensure the Association has appropriate core platforms which allow it to continuously improve its operational performance.
- Own the technology, data, and digital architecture across the organisation, ensuring the best use of technology and platforms with integration / interoperability key considerations.
- Ensure data is used to enable improved decision making and performance across the organisation.
- Review the technology cost base, benchmarking the spend and technology needs.

Job description

Business Partnering

- Own the delivery of digital, data and technology programmes and projects, ensuring they provide the optimal solutions at the lowest cost, on time and with minimum business risk.
- Develop an effective business partnering model which engages and informs stakeholders, providing them with technology enabled business solutions appropriate for their needs.
- Work with senior stakeholders and business partners to create a model for collaboratively developing technology solutions that can directly benefit people living with MND and their families.
- Ensure the team is able to translate complex technical concepts into clear business language and build strong relationships with stakeholders.

Other duties

- To be prepared to travel to various meetings across the UK.
- Undertake any other work, as could be reasonably expected of a Senior Head of Technology.
- Undertake any other task relevant to the job purpose and ensure that all functions performed reflect the Association's mission and core values.



Person specification

About You

- Proven track record in senior leadership within a technology function of a growing organisation, ideally within the charity, non-profit or public sector.
- Strong experience in leading diverse technology teams with a demonstrable commitment to team and individual development.
- Strong experience in developing and delivery technology strategies which drive organisational success.
- Experience managing large-scale technology projects and programmes, ensuring appropriate and secure solutions that meet the Association's needs.
- Excellent relationship building and stakeholder engagement skills, conveying complex technology matters in business-friendly ways.
- Extensive experience in procurement and partner management, building productive long-term working partnerships.
- Experience of thriving in dynamic environments, embracing change and navigating organisational challenges with passion and agility.

Commitment to Diversity

We encourage applications from individuals with diverse backgrounds, skills, and perspectives to help us better serve the charity's mission and beneficiaries.

Motor neurone disease doesn't discriminate, and neither do we.

We are determined to become fully inclusive by continuing to embrace diversity, remaining committed to equity and ensuring that our products and services are fully accessible. In this way, we can ensure that all people living with and affected by MND get the best possible care and support they deserve.

We offer a variety of network groups and forums that are open to everyone, including our staff, volunteers, people living with and affected by MND, as well as Association members. These groups provide peer-to-peer support, raise awareness, and hold the Association accountable.

We are a Stonewall Diversity Champion, have recently been awarded Disability Confident-Employer status, and are members of the Communications Access Scheme.

Take a look at the [inclusion pages](#) on our website to learn more about our inclusion strategy, see how far we've come and where we are heading.

Terms of appointment

Salary

The salary for this role is £89,000 per annum on a full-time permanent basis.

Location

Hybrid (frequent travel to London and Northampton)

Pension

The option of the Auto Enrolment Scheme where the employee and employer both contribute 4% of your monthly salary, calculated after tax and national insurance (NI) have been deducted or an Enhanced Salary Sacrifice Scheme where the employee contributes a minimum of 5% and the Association contribute 8.1%, calculated before tax and NI are deducted.

Annual leave

28 days holiday, rising to 33 days after 5 years' service, plus bank holidays.

Additional benefits

- Access to UK Healthcare which includes reimbursement for dental appointments, eyecare, Health & Wellbeing screening and therapies.
- Access to a 24/7 phone and video GP Service.
- Access to a confidential counselling helpline.
- Salary sacrifice schemes to include:
 - Cycle to work.
 - Buy and sell annual leave.
 - Life assurance.
- BenefitHub which offers lifestyle discounts and offers on everyday shopping.
- Opportunities for training and personal development.



How to apply

We hope you will consider making an application. To make an application, please click [here](#) with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

Alternative application process

- To support an inclusive application process, we are open to receiving alternative applications. If you would like to apply via video or audio file, please send your recorded expression of interest to **erin.fuller@starfishsearch.com**

We would also be grateful if you would 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.

