

Role:	Chief Information Officer
Location	159-161 Sheriff Street Upper, Dublin 1
Job Title	Chief Information Officer
Reporting to	Chief Executive
Contract	Permanent
Salary	€96,826 – €122,492
Probation	6 month
Hours	35 hours per week
Leave	22 days (+closed 3 designated days Christmas week)

Clúid Housing is the largest approved housing body (AHB) in Ireland, providing over 9,000 affordable, high quality homes to people in housing need. Our vision is for a society where everyone has a great place to live. This will be achieved by providing quality housing and services to enable people to create homes and thriving communities.

Clúid Housing is an equal opportunities employer and proud to have been recognised as a top employer in Ireland. At Clúid Housing we firmly believe that our success is down to our dedicated and growing staff body working in every corner of Ireland. Our company is made up of talented people who bring enthusiasm, confidence, expertise, professionalism and respect to our business. Our staff consistently work towards achieving our vision of creating a society where everyone has a great place to live.

Our employees benefit from a great working environment, great learning opportunities, a supportive management team and an extensive benefits package:

- Competitive Remuneration
- Excellent & Continuous Training
- Development Opportunities
- Flexible Working Arrangements
- Access to an Employee Assistance Programme
- Excellent Employee Benefits

If the above appeals to you, then keep reading.....and remember Clúid Housing is proud to be an equal opportunity employer.

CHIEF INFORMATION OFFICER (CIO)

This newly created Senior Leadership role of Chief Information Officer (CIO) will provide strategic leadership and direction for the three departments within it, to include Transformation and Change, Information Technology and Data and Insight, including Data Protection.

Presently there are 14 employees in this newly created grouping, however the strategy would be to increase this in line with the implementation of the new structure over time.

The CIO will be a member of the Senior Management Team at Clúid which also includes the Chief Operations Officer (COO), Chief Finance Officer (CFO), Chief Commercial Officer (CCO) and Chief People Officer (CPO). The CIO will report to the Chief Executive Officer (CEO) and to the Board for various projects and activities.

Role: Chief Information Officer

Role Overview:

The CIO will have responsibility for the oversight of all aspects of the strategic development and implementation of Clúid's Information Technology (IT), Data & Analytics and Transformation and Change Management Departments. The CIO will ensure appropriate support is provided to Clúid's operations including the new technology selection and the change and project management requirements of new systems and activity.

Responsible for

- Information technology (infrastructure, service delivery, security, ICT, Business Intelligence, Business Analysis)
- Digital technology (assessment, acquisition and development of software)
- Oversight and delivery of a project management and change management framework and approach within Clúid supporting the implementation of new technology and systems.
- Governance and oversight of key risks and issues
- Creation and implementation of Digital, IT and Data strategies
- Integrity and security of all data and the development of business insight and analytics
- Strategic IT, data and transformation advice to the Board and Executive
- Negotiation and management of relevant partnerships, service contracts and licences.

Reporting to: Chief Executive

Key responsibilities

Technical

- Leading the development of the IT strategy with the Head of IT (HoIT), ensuring Clúid obtains maximum return on investment and that it is scalable for future

business delivery

- Providing oversight and assurance to the Board on all areas of IT, data and insight and transformation and change management
- Implementation of the three pillar operating model of IT, Data & Insight and Transformation and Change with the CIO area
- Developing the various holistic strategies, systems and policies to embed the change
- Collaborating with the Head of IT and various stakeholders within Clúid to assess and recommend technology to assist Clúid to deliver business priorities
- Develop insight into the wider business strategic objectives and understanding how data, insight and existing or emerging technologies may resolve and support the evolving needs of Clúid
- Contributing to the corporate strategic planning process, and the resulting business plans
- Overseeing the range of business metrics that provides Board and Executive with the necessary oversight and assurance on operational performance and project delivery
- Ensuring value for money is all aspects of service delivery and that information and technology capabilities are delivered reliably, sustainably, cost effectively and securely
- Enabling and promoting the effective use of data, business intelligence, business insight and analytics across Clúid
- Directing the design and implementation of the CIO operating model, organisational structure, and governance processes
- Providing strategic direction and oversight for the design, development, operation and support of IT systems and programs
- Developing and controlling relevant annual operating and capital expenditure budgets
- Working collaboratively with the Chief People Officer to support and embed change, contributing to the development of the required learning activities to maximise the benefits of new technology
- Developing and maintaining the necessary IT, data and transformation skills required to deliver the IT, data and change required
- Collaborating with operations to advance home technology for both internal customers and Clúid residents

Leadership

- Demonstrating and promoting the values and behaviours of Clúid
- Establishing collaborative relationships with the Board and Executives
- Reporting to the Board and Executive Team on all aspects of the CIO remit
- Providing leadership and direction to the organisation especially at times when significant risks occur
- Providing the necessary Leadership and influence to ensure teams and departments work collaboratively to successfully implement change

- Establishing and maintaining a culture of continuous improvement & cost efficiency
- Supporting staff to deliver change projects to meet developing and evolving customer needs.
- Overseeing the organisation's IT, Digital, Data strategies, promoting and embedding a culture of innovation balanced with cost efficiency and risk management.
- Contributing to corporate strategic planning as a member of the leadership team
- Collaborating with People and Culture to ensure the best candidate/s are recruited for any vacancy in your team, to develop a thorough induction plan while actively managing the probation process
- Managing staff and team engagement activities
- Providing team members with support, challenge and guidance to enhance their performance.
- Creating annual individual employee development and team plans
- Ensuring Clúid remains externally competitive and internally equitable for the roles within your remit
- Ensuring that staff work in a safe environment and are encouraged to participate in any company wide or team wellbeing activities
- Promoting a culture which is supportive of excellent service delivery and meets our vision, mission, and values

Corporate Responsibilities

- Ensure all activity is aligned to Clúid's values and contributes to the mission of supporting the development of thriving communities
- Adhere to all Clúid policies and procedures at all times
- To exercise discretion at all times
- To fulfil all care and high standards regarding both Clúid's and your own health and safety obligations

General

- Adopt an approach of continuous learning and personal development
- To positively promote the Association in all activities
- Any other duties which are consistent with your role

Key competencies required in the role

- Leadership
- Strategic Thinking
- Technical Knowledge
- Problem Solving
- Influencing
- Service delivery
- Customer Centric
- Risk Management
- Collaboration

Person Specification

Key Skills	Essential	Desirable
Candidates will be shortlisted on the basis of <u>illustrating in their application that they fulfil the following criteria</u> . Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.		
Education / Qualifications	Essential	Desirable
<ul style="list-style-type: none"> Level 9 qualification in a relevant area – IT, Project Management, Change Management, Business Analysis, Business Intelligence 		✓
<ul style="list-style-type: none"> Demonstrable commitment to ongoing and continuous learning 	✓	
Knowledge / Skills	Essential	Desirable
<ul style="list-style-type: none"> Exceptional leadership capability with the ability to develop and communicate vision that inspires and motivates staff 	✓	
<ul style="list-style-type: none"> Ability to effectively communicate and instil confidence with peers and all key stakeholders 	✓	
<ul style="list-style-type: none"> Effective influencing and negotiation skills in an environment where resources may not be in direct control of this role 	✓	
<ul style="list-style-type: none"> Excellent analytical, strategic conceptual thinking, strategic planning and execution skills 	✓	
<ul style="list-style-type: none"> Experience in budget planning and financial management 	✓	
<ul style="list-style-type: none"> Excellent verbal and written communication skills, including the ability to explain technical concepts and technologies to non-technical people 	✓	
Experience	Essential	Desirable
<ul style="list-style-type: none"> 7 Years operating in a similar role at a senior level in IT and/or Data, Transformational Change, Project Management meeting demanding objectives and delivering business performance that exceeds expectations and targets 	✓	
<ul style="list-style-type: none"> Outstanding people leadership in a diverse service delivery environment. 	✓	
<ul style="list-style-type: none"> Building and managing effective and collaborative relationships at a senior level with a range of stakeholders including with Boards, Suppliers & Customers 	✓	
<ul style="list-style-type: none"> Influencing Board, executives and key stakeholders 	✓	
<ul style="list-style-type: none"> Managing successful large-scale change programmes with employee, customer and stakeholder engagement 	✓	
<ul style="list-style-type: none"> Delivering innovative projects, utilising future changes to develop and maintain a responsive and flexible service 	✓	
<ul style="list-style-type: none"> Demonstrating commercial acumen with a strong track record of negotiation and successful commercial partnerships 	✓	
<ul style="list-style-type: none"> Managing change projects 	✓	



The closing date for applications to be returned for this role is Sunday 5th of June at midnight.

It is anticipated that Interviews for the position will be held on week beginning 13th of June 2022

*For information enquiries, please contact Cara Ryan, Director of Corporate Services on
cryan@cluid.ie*

Our vision is of a society where everyone has a great place to live.

Our mission is to provide quality housing and services to enable people to create homes and thriving communities.

OUR VALUES

Leadership

We are passionate about results that matter and are committed to constantly challenging the way we do things, so that we can be the best at what we do.

We aim to set the benchmark for housing quality and customer service.

We accept only the highest standards of conduct and put service before self-interest.

Collaboration

We are approachable and responsive.

We aim to get the best, mutually beneficial results from all our working relationships.

We keep our promises.

Responsibility

We take personal and collective responsibility to ensure that the needs of our customers are consistently met in a cost effective and sustainable manner.

Caring

We believe that when we care for each other, interacting with integrity and respect, we will ultimately achieve the best possible outcome in any given situation.