

JOB & PERSON SPECIFICATION

Name		Job Title	Business Systems and Digital Manager
Function Management	Group Finance Director	Line Management	Group Finance Director
Department	Digital Solutions and Technology		
People Management	Power BI and Data Analysts, Power Platform Developers and Full Stack Web Developers		
Role Summary			
The Business Systems and Digital Manager will lead a multidisciplinary team responsible for the development, integration, and optimisation of business systems and digital solutions. This management role is pivotal in driving digital transformation, data strategy and technology innovation across the group. Alignment of direct reports with business objectives and future growth.			
Work Environment			
Office based, Sitting, Computer use, Lifting, Travel			
Responsibilities			
Team Leadership - Motivate and inspire the team to achieve project goals within required business deadlines - Coach, mentor and performance manage as required to support staff development and retention - Foster a collaborative, high-performance and innovative culture within the digital team			
Digital & Technology Strategy - Define and drive the digital technology roadmap in partnership with Senior Management - Proactively identify technology opportunities to improve operational efficiencies and create competitive advantage - Champion the adoption of modern tools and platforms, including low-code/no-code solutions, to enhance business processes and data-driven decision-making			
Data Landscape & Analytics - Own and evolve the organisation’s data landscape, ensuring robust data architecture, governance, and accessibility - Oversee the design and delivery of advanced dashboards, reports, and analytics using Power BI and Microsoft Fabric - Ensure data governance, security, and compliance across all digital initiatives			
Systems Integration & Process Optimisation - Analyse business processes and identify opportunities for improvement through automation and integration - Oversee system integration projects, leveraging APIs, connectors, and web services to connect disparate systems			
AI Coordination & Innovation - Oversee and coordinate group-wide AI initiatives, including managing external AI development partners - Evaluate and integrate emerging AI technologies into business processes, ensuring quality and relevance - Maintain robust controls to ensure the responsible and ethical use of AI technologies within the business			
Project & Change Management - Manage end-to-end delivery of system implementations, upgrades, and digital projects - Coordinate teams across the business to ensure successful adoption and change management - Monitor project timelines, budgets and KPIs, ensuring delivery within scope and quality standards			

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Stakeholder Engagement & Communication

- Work closely with business units to understand needs and translate them into effective digital solutions
- Act as a bridge between technical teams and non-technical stakeholders, ensuring clear communication and alignment
- Maintain comprehensive documentation and deliver user training as required

General

- Responsible for ensuring professional development is maintained and identified competency requirements are undertaken in a timely manner
- Adherence to the company integrated management system
- Compliance with quality assurance, health and safety and environmental policies
- Demonstrate and promote PD&MS QHSE principles and lead by example
- Ensure unsafe activities are challenged
- Adherence to the requirements of the best practice standards recommendations and processes in the undertaking of duties, in particular, risk assessment and control, reliability and failure prevention necessary to ensure the safe design, provision and use of tools, equipment and systems
- Demonstrate and promote PD&MS values and lead by example
- Ensure direct report performance reviews are carried out within the required timescales (where applicable)

Authorities

- Budgetary authority – provide annual budget for department spend.
- Hiring authority – can recruit team members or contractors with final ELT approval.
- Operational authority – can implement new processes or systems.
- Strategic authority – can define technology direction or data strategy.

Skills & Attributes

- Good people management skills
- Team working
- Customer and quality focused
- Excellent communication
- Commercially aware
- Ability to use own initiative
- Good organisational, time management skills, interpersonal and customer care skills
- Responsive to business and client needs
- Safety aware
- Ability to talk about technology in simple terms
- Logical thinker and excellent problem solver with strong analytical skills
- Maintains awareness of the latest technology
- High level of accuracy

Competency Standards	M / P	Y / N / CE	Details
Degree qualified in a relevant subject or equivalent	M		
Project management certification (e.g., PRINCE2, PMP)	P		
Experience with agile, hybrid or traditional project delivery methodologies	M		

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Experience of business process design, digital transformation and data strategy	M		
Experience of system integration, automation tools and cloud/SaaS solutions	M		
Experience of data analytics and reporting tools (e.g., Power BI, Tableau)	P		
Demonstrable working knowledge of PowerApps development, Power Automate flows, integration with external systems and governance frameworks	M		
Demonstrable working knowledge of Data modelling, transformation, Microsoft Fabric pipelines, Azure Data Lake and dashboard design	P		
Demonstrable working knowledge of Custom tool development, RESTful API integration and experience with platforms like SharePoint Online and Teams	P		
Experience in managing and developing others	M		
Excellent written and spoken English	M		
M – Mandatory	P – Preferred	CE – Competency Evaluation	