

Helpdesk Report: Chief Digital Officer

by

Incomes Data Research

July 2022

This report has been produced by Incomes Data Research Limited as part of the ECC Labour Market and Pay Data Service.

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Contents

1. Introduction	4
2. Market salary data.....	4
2.1. Market data	4
2.1.1. NHS data	4
2.1.2. IDR data	5
2.1.3. Other data sources	5
3. Job advertisements.....	6
3.1. Data and summary.....	6
3.2. Job advertisements	6

1. Introduction

This report has been prepared by Incomes Data Research (IDR) and, as requested, it provides market salary data for the following role(s):

- Chief Digital Officer

2. Market salary data

This section presents the market salary data. We aim to provide a minimum of three sources of information for each job to enable ‘triangulation’ of the results, and thereby provide the widest possible assessment of the market for this role.

2.1. Market data

The tables in the following sections provide the aggregate market salary for a full-time Chief Digital Officer.

2.1.1. NHS data

In this section we provide information on the salary range for the pay band likely to cover comparator jobs in the NHS. The NHS, with 1.2m staff is the largest employer in the UK and as such plays a key role in influencing the market for many non-medical roles, particularly in education, given the links between parts of higher education and the NHS.

Chief Officers roles in the NHS are typically employed on Band 8d or Band 9, depending on the level of responsibility and size of the trust. The current salary ranges are between £78,192 and £90,387 (Band 8d) and between £93,735 and £108,075 (Band 9) a year outside of London and high-cost areas in the South East/South. Roles based in high-cost areas qualify for the following supplements:

- Inner London – 20% of basic salary, subject to a minimum payment of £4,608 and a maximum payment of £7,097;

- Outer London – 15% of basic salary, subject to a minimum payment of £3,898 and a maximum payment of £4,967;
- Fringe – 5% of basic salary, subject to a minimum payment of £1,066 and a maximum payment of £1,845.

2.1.2. IDR data

The following tables contain data from IDR Pay Benchmarker, our online database of salary information. This data has been collected by IDR directly from employers through surveys and bespoke data collection for the IDR Pay Benchmarker service.¹

IT Function Head, level 9

Job level	Company count	Lower quartile	Median	Upper quartile	Average
Public sector	18	£64,778	£71,007	£80,958	£73,121

Source: IDR Pay Benchmarker.

2.1.3. Other data sources

Head of IT, Rank 1

Selection criteria	Lower quartile	Median	Upper quartile
National Range	£67,621	£79,555	£92,261
Public Administration	£66,945	£78,759	£95,298
Lincolnshire	£63,479	£74,682	£90,365

Source: Commercial survey.

¹ Refers to the IDR Job Level. These typically cover the following types of roles: 1 and 2, admin, support and manual roles; 3 and 4, secretarial and craft roles; 5 and 6, vocational and supervisory; 7 and 8, professional and managerial; 9, senior management; 10a and 10b, directors; 11, senior directors/chief executives.

3. Job advertisements

This section details current comparable vacancies from our database of advertised positions.

3.1.Data and summary

Chief Digital Officer - job advertisements

Reference ID	Organisation	Job title	Min	Max	Location
ID595	Ofgem	Deputy Director Digital Delivery (SCS1)	£90,000	£90,000	Glasgow/London
ID596	Government Property Agency	Deputy Director - Chief Technology Officer (SCS1)	£71,000	£117,800	Various

3.2.Job advertisements

The following pages present the job advertisements for the above vacancies.

Deputy Director Digital Delivery

OFGEM

Apply before 11:55 pm on Monday 4th July 2022



Reference number

219885

Salary

£90,000

External candidates can expect a salary of c £90k per annum with some flexibility for exceptional candidates. Existing civil servants will be appointed in line with the Civil Service pay rules in place on the date of their appointment.

Grade

SCS Pay Band 1
SCS 1

Contract type

Permanent

Business area

OFGEM - Eserve

Type of role

Digital

Working pattern

Flexible working, Full-time, Job share, Part-time

Number of posts

1

[Contents](#)

[Location](#)

[About the job](#)

[Benefits](#)

[Things you need to know](#)

[Apply and further information](#)

Location

Glasgow, London

About the job

Summary

As the UK's regulator for the energy industry, Ofgem works on behalf of energy consumers to ensure that every household and business in the UK can rely on a safe, affordable and environmentally sustainable energy supply. Now that record increases and volatility in global gas prices have put the energy market under severe strain, we need to go further and faster in pursuing the country's climate goals and reducing our reliance on fossil fuels.

That's why we're delivering a number of schemes worth more than £10 billion a year to promote renewable energy and address fuel poverty. We want everybody to know about these initiatives and our exciting upcoming campaigns – and that's where you come in. Leading the development and delivery of a broad spectrum of digital products, services and information strategies, you will raise our public profile significantly whilst keeping us at the cutting edge of creativity and technical innovation.

From shaping the strategic direction of your unit alongside the Director to defining project goals and milestones, you will take a truly hands-on approach to ensure that your team delivers within timescales and budgets. To be equal to the challenge, you will require an impressive record of driving digital technology products and services and managing large cross-functional teams and projects. Equally importantly, you should be highly experienced in dev ops, software development and IT and cloud infrastructure, extremely organised and methodical, and very commercially astute. Most importantly, you will possess the imagination and insight to create digital campaigns that excite public interest and play a central part in solving the energy crisis and moving Britain towards net zero.

Ofgem relies on having a workforce that reflects the society we serve, so we welcome candidates from all backgrounds, and especially those from underrepresented groups. While this is ideally a full-time role, flexible working patterns and job shares are welcome. We will also support you with excellent training and development opportunities, plus a competitive benefits package

Job description

The post holder will lead the Digital Delivery team within Delivery and Schemes Directorate. Ofgem delivers a number of schemes in excess of over £10 billion a year on behalf of government in Great Britain and Northern Ireland aimed at promoting the uptake of renewable energy and addressing fuel poverty, such as the Renewable Heat Incentive, the Renewables Obligation, the Energy Company Obligation and the Warm Homes Discount. Some of these schemes have a participation length of up to 20 years. With new schemes being introduced or planned, such as the Green Gas Support Scheme and the Boiler Upgrade Scheme. It is a fascinating time to join the team as these are key delivery agents towards the government net zero goals.

It is against this backdrop that we wish to recruit an experienced Senior Leader to join the existing Director to lead a group of multi-disciplinary teams to plan, oversee and deliver a significant programme of work on time, on budget and to a high standard through effective management and support of multiple teams.

To be successful in this role you will have proven expertise in the [leading in the development and delivery of digital products, services, ops and information strategies. You will be experienced in working collaboratively and at pace to lead in digital development within a large organisation. In addition, the successful candidate will have excellent interpersonal and management skills whilst supporting ongoing professional development of their teams.

The role holder will be a member of the Delivery and Schemes leadership team and the relevant Profession, with expectations to take corporate responsibility for the collective leadership, with allocated responsibilities to be agreed with the successful applicant.

We are recruiting for several role at a senior level and will be testing a range of common leadership behaviours and skills to ensure candidates are deployable across a range of senior roles. As such, it is possible that successful candidates may be offered another role where they share similarities.

Responsibilities

- Set the strategic direction of the function and provide intellectual leadership whilst providing visible and strategic leadership within D&S.
- Develop, plan and deliver work outcomes, including clear and transparent work objectives, milestones and success metrics.
- Accountable for agreeing and delivering on budget and resource requirements.
- Responsible for building and supporting the teams delivering the work including effective scoping of work and setting of clear responsibilities.
- Develop the skills and capability of the people in your team and Profession and ensure they support a diverse culture in Delivery and Schemes and Ofgem.
- Represent Ofgem across Government, Government digital communities, and the Energy Sector to promote and advocate for Ofgem policies and priorities.

Behaviours

We'll assess you against these behaviours during the selection process:

Changing and Improving
Leadership
Communicating and Influencing
Delivering at Pace

Technical skills

We'll assess you against these technical skills during the selection process:

Please refer to the Candidate Pack attached for full details.

Benefits

Ofgem can offer you a comprehensive and competitive benefits package which includes; up to 30 days annual leave. Excellent training and development opportunities. The opportunity to join the Civil Service

Deputy Director - Chief Technology Officer

Government Property Agency

Apply before 11:55 pm on Sunday 17th July 2022



Government
Property
Agency

Reference number

222217

Salary

£71,000 - £117,800

Grade

SCS Pay Band 1

Contract type

Permanent

Business area

DDAT

Type of role

Digital
Information Technology

Working pattern

Full-time

Number of posts

1

Contents

[Location](#)

[About the job](#)

[Benefits](#)

[Things you need to know](#)

[Apply and further information](#)

Location

Birmingham, Leeds, Manchester, Newport, Norwich, Nottingham, Swindon

About the job

Summary

The Government Property Agency is changing the way the Civil Service works and is at the forefront of Government's transformation agenda; reshaping the relationship civil servants have with their place of work. The Agency is central to the delivery of key Government policies including moving 22,000 Civil Service roles out of London by 2030 and tackling climate change by contributing to the Net Zero agenda. To do this we are delivering a major change programme across the UK and consolidating our portfolio in order to save £1.4 Bn over 10 years.

Beyond the bricks and mortar, the GPA is about providing great workplaces for our people. Through programmes like Hubs, Whitehall Campus and Smart Working you will be in the vanguard of creating model working environments and promoting flexible working practices.

This is an ambitious and exciting task, for which we need innovative people, with strong commercial acumen, who are passionate about visualising and implementing customer needs. Launched as an Executive Agency of the Cabinet Office in 2018, we're a relatively new department and we are growing fast so we also need people who thrive in ambiguity, can adapt quickly to change and are comfortable stepping outside of their remit to drive outcomes.

Job description

The GPA is a relatively new organisation within the Government, operating hundreds of UK Government properties and this is planned to grow significantly over the next few years. To support this growth, the GPA established a new digital, data and technology capability in 2020 to enable it to become a leader in property management digital services and manage this substantial property portfolio. This Technology team has continued to grow and broaden its range of technologies and services and has now reached the point where additional senior leadership support is required.

The Chief Technology Officer is a new, senior leadership role responsible for the development, delivery and service of the GPAs property technology offer to its clients. This product offer currently includes network infrastructure, audio visual technologies, mobile boosting, occupancy monitoring, occupancy management, WiFi services, printing and access control. The product set is in its early life having now been deployed into a number of GPA properties with many more planned over the next 5-10 years.

The technology team is currently in its early life and will need to be developed and grown over the next

few years alongside the development of strategic partnerships with commercial providers for the necessary products and services that enable GPA clients to maximise the benefits of GPA property services and technologies that enable the GPA to optimise its property portfolio across the UK to offer value for money to the UK tax payer. This is a business critical role to take the GPA to its next stage of technology maturity, helping to deliver new technologies, embed them and then enhance and develop their capabilities to transform GPA properties and services and enable modern, smarter working.

This is a fantastic opportunity for an experienced, innovative leader who is comfortable in a hands-on role directly involved in operations and change management, whilst also innovating and developing strategy to join the organisation at the start of a 10-year technology journey, influence direction across a wide range of technology areas, and have a real impact on business outcomes.

Responsibilities

Key Accountabilities and Responsibilities:

- Technology Strategy

To lead on the development of the GPA's client-facing technology products that will improve services to GPA clients, help the GPA to optimise its property portfolio, and enable the GPA long term vision of an interoperable property portfolio which enables and engenders modern, smarter working.

To lead on delivery of these products into GPA properties through a combination of routes that include new builds and major refurbishments and incremental growth through continuous improvement activities.

To lead on the development of the UK wide service partner network offer that ensures GPA products are maintained, serviced and improved during their operational life.

To lead on the development of the GPA's property data services ensuring technology in properties create usable, high quality data for onward use in business decision making and forecasting.

- Partners

To lead on the development of a GPA partner ecosystem that delivers the necessary operational and strategic services required to deliver the GPA's client facing property technologies. To develop the GPA internal teams to be intelligent clients, interfacing between GPA client needs and GPA technology partners to develop strategic solutions that meet business needs.

To lead on contract management of a range of technology supplies and partners.
Leadership and People Management

To build a high performing and motivated team that will deliver world class technology services by driving a culture of collaboration, partnership, focus on business outcomes, high performance and delivery.

To engage with government departments and the technology sector to identify and source innovative technologies that will improve GPA business performance.

To be a key advisor and champion for client facing property technology across the GPA partnering with

business units to deliver GPA business plans.

- Governance

To develop and enhance the GPA's technology governance for its client-facing products including architecture, change control, security, planning, disaster recovery and business continuity. Ensuring the GPA as it grows and develops as an organisation operates high standards of technology assurance.

To own the strategies, roadmaps and delivery plans for client facing products that will ensure the GPA meets its business plans and strategic objectives through the use of suitable technology solutions.

- Service Operations

To develop the necessary operational processes and activities that will ensure high quality technology services enabling the GPA to deliver on business objectives with minimal risk.

To develop a continuous improvement programme across all client facing GPA technologies ensuring technology services adapt, change and improve in line with business needs.

Experience & technical skills:

- Credible leadership of people with the ability to produce the best from staff, with a genuine commitment to their development, across a multi-tasked organisation.
- A proven track record of delivering property technology and infrastructure technology projects within a complex multi-vendor environment.
- Excellent knowledge of property technology and data systems trends.
- Experience of developing and delivering multi year technology and data systems strategy, ideally in an outsourced environment.
- Experience of using data and data platforms to deliver business insight and improved business decision making.
- Experience of developing as is and go to architecture and delivering the necessary activities to deliver the change.
- A deep understanding and appreciation of user needs and productivity requirements, including how to balance expectations with cost efficiency to the satisfaction of stakeholders.
- A proven track record of delivering technology strategy that aligns to and delivers on business strategy.
- Experience of building excellent working relationships with senior stakeholders within an organisation.
- A track record of managing a complex supply chain and handling challenging commercial relationships.
- Excellent communication skills – oral and written – with the ability to communicate with precision to technical professionals, and with simplicity to customers.
- Proven experience of delivering data platforms and visualisation services that have been adopted and embedded in business operations.
- Experience of delivering improvements to IT assurance, cybersecurity and data protection policies and processes and embedding good practice into business as usual operations.
- Evidence of ongoing professional development linked to the role, e.g. Prince, ITIL, TOGAF, MSP.

Desirable criteria:

- BCS CITP

Qualifications

Evidence of ongoing professional development linked to the role, e.g. Prince, ITIL, TOGAF, MSP.

Behaviours

We'll assess you against these behaviours during the selection process:

- Managing a Quality Service
- Changing and Improving
- Leadership
- Developing Self and Others

Technical skills

We'll assess you against these technical skills during the selection process:

- Customer Perspective
- Commercial Acumen
- Property Market Knowledge
- Innovation

Benefits

- Learning and development tailored to your role
- An environment with flexible working options
- A culture encouraging inclusion and diversity
- A Civil Service pension
- Generous annual leave

Things you need to know

Security

Successful candidates must pass a disclosure and barring security check.

Successful candidates must meet the security requirements before they can be appointed. The level of security needed is [security check](#).

[See our vetting charter](#).

People working with government assets must complete [basic personnel security standard](#) checks.

Selection process details

This vacancy is using [Success Profiles](#), and will assess your Behaviours, Strengths, Experience and Technical skills.

This vacancy is using Success Profiles and will assess your Behaviours, Strengths, Technical Skills (Core Skills) and Experience.

Sift

To apply for this post, you will need to submit your CV to our retained agent, Robertson Bell via GPA@robertsonbell.co.uk. Candidates will also need to provide a 750 word statement aligned to the person specification set out in the advert. This should be completed no later than 11:55pm on Sunday 17th July 2022.