

# It starts with community

The National Lottery Fund  
Role Profile



## Deputy Director Technology

**Directorate:** Finance & Resources

**Department:** Technology

**Role/Competency level:** Level 5

**Reports to:** Chief Finance and Resources Officer



# Role Profile: Deputy Director Technology

## Role purpose

You will be responsible for advancing our technology and security strategy and leading the Technology Team. Through your expert coaching and change management skills, you'll develop a high performing team and an environment of continuous improvement. You will be a key member of the Finance and Resources directorate leadership team, helping to shape and deliver a first-class service to all colleagues across the Fund and ensuring our specialist technology support is aligned with our strategic direction. The Technology Team consists of specialist IT functions that this role is accountable for Systems & Governance, IT Support & Operations, IT Security, Business Engagement, Contract & Financial Management. In addition, you will have oversight of our Facilities function ensuring Government directives and property strategy standards are followed.

You will be responsible for the implementation of appropriate standards, tools and applications to improve organisation performance, aligned to a range of complex technical requirements and best practice frameworks.

In an increasingly hostile operating environment, you will lead on and be accountable for the design of the Fund's cyber security services and providing assurance to the Fund that technical security controls are appropriate, are regularly and rigorously tested, comply with regulatory frameworks, and embed best practice (e.g. Cyber Essentials Plus and GovAssure etc). You will provide assurance on service delivery, service development and cyber security to our Senior Management Team and Audit & Risk Committee.

You will be responsible/accountable for:

- The design and continuous improvement of all technology infrastructure services.
- Understand the Fund's strategy, goals, culture to deliver relevant solutions with a focus on supporting our digital ambitions in collaboration with the Deputy Director Digital.
- Implement modern and sector leading security measures to ensure the Fund's technology and digital assets remain secure.
- Ensure disaster recover and business continuity protocols are in place, tested and optimised for rapid system restoration.
- Support in the provision of relevant data management platforms to enable the Fund to achieve its impact and data ambitions
- Deliver modern, reliable and accessible technology solutions
- Provide business engagement, consultancy, and analysis services to the Fund
- Implement and maintain business systems for contract, financial and GDPR compliance.
- Manage relationships with external suppliers for procurement of technology services and goods.
- Manage a budget of £10m and lead of circa 50 people who are dispersed across different locations
- Have strategic oversight of the Facilities Team in managing the Fund's property and estate workplace facilities ensuring compliance with the Government Property Agency standards and National Property Controls



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## Key responsibilities

- Advance our technology and security strategies and lead the Technology Team to provide technology solutions and support services that are aligned with the Fund's strategic direction.
- Design and continuous improvement of technology infrastructure and services, whilst ensuring value for money.
- Deliver a solutions-orientated Customer-First mindset, notably focussing on how Technology and Digital services work seamlessly to deliver strategic solutions by delivering high quality business engagement, consultancy and analysis services which add strategic added value to customer teams across the Fund.
- Implement standards, tools and applications to improve organisation performance and protect the Fund's data, information and assets from external threat.
- Ensure security services and technical security controls are fit for purpose, and that sector leading best practice is used as a benchmark.
- Implement and maintain robust business systems around contract, financial and GDPR compliance.
- Advance the property and estates strategy and lead the Facilities Team to maintain collaborative and social spaces that meet relevant regulations and standards.



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## Knowledge, skills and experience

- An agile forward-thinking leader who is able to develop the professional capabilities of teams to deliver a modern first-class service and user experience.
- Significant experience at a senior level in IT, and a practiced understanding of the “enabling partner” role IT can play within an organisation.
- A genuine passion for advancing the IT profession, embracing new ideas, new thinking and providing healthy challenge to the established ways of doing things
- Significant experience of delivering large scale technology and cyber security initiatives that have a demonstrable, customer focussed impact which adds demonstrable value.
- Experience in leading and managing end-to-end change programmes to create efficiencies and improve working practices.
- Experience of utilising expert knowledge to drive the strategic direction for technology and ability to maximise benefits from supplier partnership relationships.
- A strong working knowledge of key IT metrics and budget management.
- Experience of using a range of best practice frameworks, to develop a value-adding approach to the delivery of services which is pragmatic and appropriate to the organisation.
- Experience in developing and leading strategies that have an impact across the whole Fund.
- Expertise in evaluating and driving key technological advancements, including AI and cloud-based solutions, to foster innovation and support strategic growth.
- Experience in overseeing strategic facility operations, managing staff and vendors, ensuring compliance with safety standards and government regulations, controlling budgets, and driving facility projects and sustainability initiatives.
- Socially aware and aligned to our values and the sector in which we operate
- If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.





# Role Profile: Deputy Director Technology

## Role competencies: Level 5

- **Strategic direction**  
Creates and communicates a clear, compelling direction and infrastructure that aligns the Fund's capability with its strategic objectives.
- **Leading our culture**  
Embeds an inclusive culture of creating positive and supportive teams who consider the diverse needs and feelings of other colleagues. Ensures consideration and support for the wellbeing of all individuals across the Organisation.
- **Working together**  
Builds inclusive teams, working collaboratively and encouraging challenge.
- **Delivering quality results**  
Develops a strategy that delivers the Fund's aim and supports a positive reputation.
- **Diligence and control**  
Responds to main risks that threaten achievement of Directorate's aims, objectives and policies whilst also safeguarding the public funds and assets, for which the directorate is responsible.
- **Developing self and other**  
Creates opportunities and welcomes ideas for continuous improvement which will support the Fund's strategic progress. Promotes the importance of developing everyone to their full potential.

## Our Values



### We are inclusive

We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.



### We are ambitious

We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.



### We are impact focused

We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.



### We are adaptable

We welcome and embrace new ideas and ways of working.



### We are compassionate

We work with care consideration and humility.