

# Job Description

## Director of Digitalisation

### Job Details

<b>Job title</b>	Director of Digitalisation
<b>Job purpose</b>	<p>The Director of Digitalisation is a senior leadership role accountable for shaping, delivering and governing the digital, technology and operational excellence agenda for UKAS. The role provides strategic direction for digital transformation, modernisation of core systems, process harmonisation, and data-driven insights and decision-making across the organisation.</p> <p>This role leads UKAS' shift to a modern, secure, modular, AI enabled and API driven digital ecosystem—enabling improved efficiency, resilience, scalability, and customer experience, for both technical assessments and accreditation services.</p> <p>The Director acts as a key advisor to the Executive team on digital strategy and represents UKAS in national and international forums on digital accreditation, standards and transformation.</p>
<b>Job location</b>	Office Based (hybrid working option available)
<b>Reports to</b>	Chief Finance & Digitalisation Officer and Deputy CEO
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Degree in IT, computer science, engineering, digital transformation, or professional accounting qualification or related fields.</li> <li>Additional qualifications in cybersecurity, project management, enterprise architecture, risk, audit or data management are advantageous.</li> </ul>

### Dimensions

<b>Line management</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<b>Budget holder</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
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**Job Purpose**

<b>Core responsibilities</b>	<p><b>Digital Strategy &amp; Technology Leadership</b></p> <ul style="list-style-type: none"> <li>+ Define and execute a multi-year digital and technology strategy aligned to UKAS’ corporate plan.</li> <li>+ Own the digital architecture roadmap, advancing UKAS and the digital National Infrastructure through platforms that verify accredited digital credentials and deliver digital accreditation services. Utilise data to generate market value and insights that enhance accreditation assessments and support market surveillance and international trade, including initiatives such as digital product passports.</li> <li>+ Lead AI enablement of accreditation programme planning, scheduling and document review, portal enhancements, workflow automation, CRM integration and data/BI programmes.</li> <li>+ Guide procurement, vendor selection and contract management to ensure value for money and technical alignment.</li> </ul> <p><b>Operational Excellence &amp; Process Harmonisation</b></p> <ul style="list-style-type: none"> <li>+ Drive process standardisation across technical operations, assessment workflows, customer journeys, and back-office functions.</li> <li>+ Implement operational excellence programmes that deliver measurable improvements in speed, quality, consistency and scalability.</li> <li>+ Strengthen visibility of performance through reliable dashboards, KPIs, BI tools and insight reporting, working closely with the CFDO, Operations and the Technical team.</li> <li>+ Lead the optimisation of customer facing digital interactions (portals, booking flows, decision workflows, CRM).</li> </ul> <p><b>Data, Cybersecurity &amp; Compliance</b></p> <ul style="list-style-type: none"> <li>+ Establish and maintain robust cybersecurity frameworks, ensuring resilience and regulatory compliance, data protection and government security standards.</li> <li>+ Ensure digital solutions meet accreditation, regulatory and audit requirements.</li> <li>+ Implement enterprise-wide data flows and governance, quality and lifecycle management.</li> <li>+ Support business continuity planning relating to digital and IT services.</li> </ul> <p><b>People Leadership &amp; Organisational Influence</b></p> <ul style="list-style-type: none"> <li>+ Build and lead a high-performing digital transformation function with the right skills, culture and delivery capability.</li> <li>+ Act as a trusted strategic partner to technical operations, corporate functions and senior leaders.</li> <li>+ Represent UKAS externally on digital transformation initiatives, standards development and cross-government digital programmes.</li> </ul>
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	<ul style="list-style-type: none"> <li>+ Champion user-centred design, agile delivery and modern digital practices across the organisation.</li> </ul> <p><b>Programme &amp; Change Leadership</b></p> <ul style="list-style-type: none"> <li>+ Lead a portfolio of multi-year transformation projects, ensuring delivery to scope, quality, timelines and budget.</li> <li>+ Manage change impacts across teams, embedding new ways of working and increasing digital maturity.</li> </ul>
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<b>Signature of job holder:</b>			
<b>Name:</b>		<b>Date:</b>	