

Role Profile – The What, The Where, The How

POSITION	Assistant Director of ICT		
TEAM	ICT	LOCATION	Coastline House
VERSION	1.0	LAST UPDATED	21/11/2025

THE PURPOSE OF THIS ROLE IS TO

Responsible for delivery of the ICT Strategy and related Coastline Plan Objectives.

Provide leadership and insight across the business in relation to ICT Strategy, Knowledge Information Management, Artificial Intelligence, Cybersecurity, data, systems, network and infrastructure.

Ensure that the programme of ICT deliverables within the ICT Strategy, Coastline Plan and any work packages are consistent with each other and that change projects with ICT content are risk assessed and managed effectively.

Be a critical member of our senior management team, working with peers to ensure the Coastline Plan and supporting strategies are successfully delivered.

Ensure that operational requirements are set in a manner that is consistent with the Groups approved risk appetite, with specific reference to Technology and Cyber Security.

Support a clear commercial focus for the Group, ensuring strong operating and net margins while also demonstrating a passion for high levels of customer service and social justice.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Contributing to the wider senior leadership team of the Group through the application of leadership, commercial, and professional technical skills.
2. Developing and implementing the ICT Strategy by working closely with the Executive and Senior Leadership Teams to develop a corporate and shared understanding of the Group's strategic ICT requirements.
3. Developing and leading an ICT service which is driven by the needs of the business
4. Leading and developing Coastline's Knowledge Information Management (KIM) Strategy, including reporting progress on any agreed action plan or significant initiatives.

5. Proactively researching and sourcing new technology to identify opportunities to meet developing business needs and create a business case for implementation as part of the ICT strategy
6. Providing leadership on the annual work packages of ICT Strategy deliverables, including reporting on progress to the Executive Team, Audit, Risk and Assurance Committee and Board
7. Ensuring that high level objectives are properly translated into operational activities. Using professional judgement, detailed evidence and knowledge to arrive at accurate, expert and professional decisions and making sure that decision making within the teams is open fair and transparent.
8. Ensuring the integrity and proper management of the Group's information and systems, including appropriate security and business continuity arrangements.
9. Developing reliable metrics for hardware, software, connectivity and storage while ensuring strategic capacity planning
10. Directing and supporting all planned ICT work and implementation of core software and hardware upgrades
- 11.. Providing inspirational and inclusive leadership, delivering positive change. Appreciating the importance of listening, learning, supporting and challenging in equal measure, offering vision and clarity, with an unwavering focus on ensuring excellent results and outstanding customer service.
12. Supporting the Group's Boards, Committees and Executive Team on all ICT, project management, technology and Cybersecurity related matters.
13. Proactively identifying risks and ensuring that they are effectively managed and appropriate actions taken to ensure that all ICT related activities operate with an appropriate degree of control.
14. Taking responsibility for all ICT identified budgets in line with the Group Financial Regulations and delegating as appropriate to ensure an efficient service delivery
15. Undertaking ICT related procurement in line with the Group Contract Standing Orders
16. Deputising for the Director of Finance, People and Change in matters relating to ICT

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best

While your values and behaviours are key, the nature of some roles means qualifications and experience are sometimes essential. For this role we also require someone who:

- Evidence of higher-level study preferably a bachelor's degree or equivalent, in Information Technology, Computer Science, or a related field.
- Has significant, demonstrable experience in ICT management.
 - Knowledge of data security and compliance requirements.
 - Experience with disaster recovery and business continuity planning.
- Strong understanding of cybersecurity best practices
- Demonstrable commitment to on-going professional development
- Has strong knowledge of ICT including hardware and software.
- Demonstrates the ability to manage complex situations simultaneously.
- Has experience with ICT policy development and implementation.

Has a full driving licence and a satisfactory DBS check; Some experience in the following would be an advantage:

- Experience with budget management and financial planning.
- Ability to work effectively with both technical and non-technical stakeholders.

General Obligations – For All of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.
6. Responsibility for assets and budgets in line with Group Financial Regulations and Standing Orders.

REPORTING

Role reports to Director of Finance, People and Change

Responsible for Head of Network, Infrastructure and Cybersecurity, Head of Systems and Data, Head of Data Insights and Performance

Lead person for the KIM Strategy meetings

Data

Attends and pro-actively supports Data Quality meetings

CONTACTS

Internal

- Board and Executive Teams
- Senior Leadership Team
- All ICT users
- Data Protection Officer

External

- Suppliers, customers, customers' representatives, regulators, local authorities, housing associations, Government agencies, social services, solicitors, voluntary organisations, etc.



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