

MAIN LOGO



Job Pack

Technology & Digital Transformation

Project Manager



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Introduction

We are delighted to offer this exciting opportunity of Technology and Digital Transformation Project Manager
We hope that you find all the information you need in this pack, or on our website (www.galloways.org.uk) to help you decide if you are the right person for this exciting role but, if not, please don't hesitate to get in touch.

About Us

Galloway's is the leading local charity supporting people affected by sight loss in Lancashire and Sefton. We are currently going through an exciting change programme as we re-design our organisation ensuring we continue to put blind and partially sighted people at the heart of everything we do.

About You

You will have extensive experience of working in a digital and/or technology setting and implementing improvement programmes across departments or an organisation. You will be curious to understand the nature of the organisation, how we interact with key stakeholders and then be able to translate this into the use of existing or new digital/technology to help us be more effective and efficient.

This is a time of significant change for the organisation which is why we need someone who shares our passion to embrace new innovative and creative ways of working to achieve our objectives. You will want to make a difference!

I encourage all interested candidates to get in touch for an informal discussion about the role and the work of Galloway's. Please email me on stuart.clayton@galloways.org.uk or call 01772 744148

Stuart Clayton

Stuart Clayton: CEO



Background information

Almost two million people in the UK are living with sight loss. That's approximately one person in thirty.

Sight loss affects people of all ages, but as we get older we are increasingly likely to experience sight loss.

1 in 5 people aged 75 and over are living with sight loss.

1 in 2 people aged 90 and over are living with sight loss.

Nearly two-thirds of people living with sight loss are women.

People from black and minority ethnic communities are at greater risk of some of the leading causes of sight loss.

Age-Related Macular Degeneration is by far the leading cause of blindness in adults. Other significant causes of sight loss are glaucoma, cataracts and diabetic retinopathy.

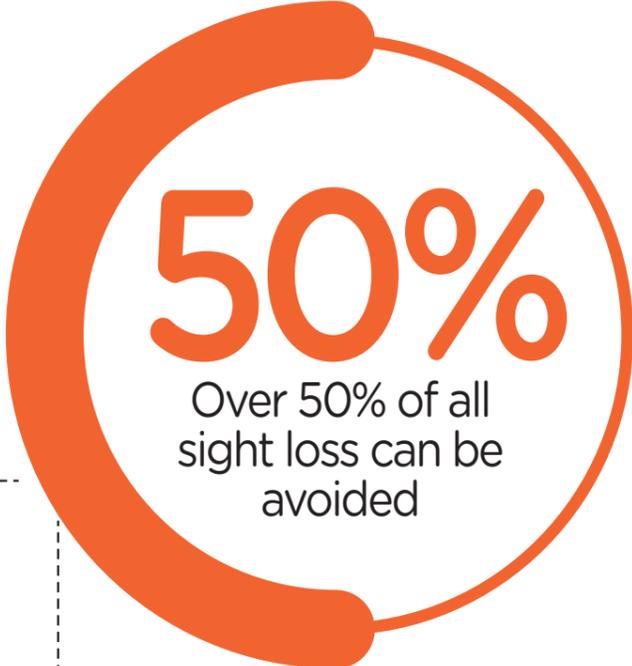
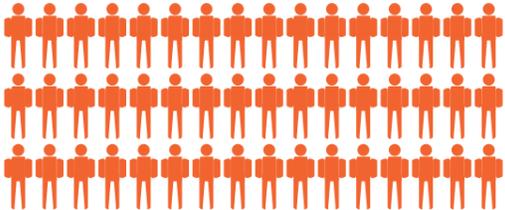
The number of people in the UK with sight loss is set to increase dramatically in the future. As we get older we are increasingly likely to experience sight loss, and the UK population is ageing. In addition, there is a growing incidence in key underlying causes of sight loss, such as obesity and diabetes. This means that, without action, the number of people with sight problems in the UK is likely to increase dramatically over the next 25 years.



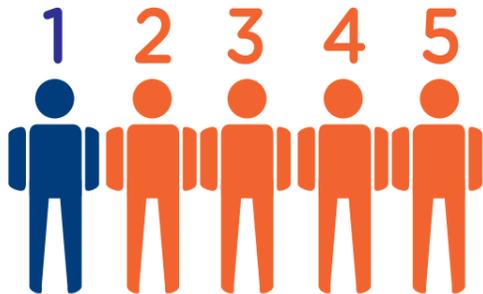
In numbers

50,000

The estimated number of people living with sight loss in Lancashire and Sefton



Every day over 100 people in the UK will start to lose their sight



1 in 5 people aged 75+ are living with sight loss



Depression is much higher in those people with sight problems

Almost half of visually impaired people feel 'moderately' or 'completely' cut off from people and things around them.

According to the Royal National Institute for the Blind, there are an estimated 39,930 people living with some degree of sight loss in Lancashire and 10,750 people living with some degree of sight loss in Sefton.

Evidence shows: visual impairment is strongly linked with social and economic inequalities; late presentation in glaucoma is linked with socioeconomic status and older age; significant gaps in the provision of primary eye care services (GP surgeries and Optometrists) in deprived areas. Ethnicity is also a factor encompassing social, lifestyle, cultural, environmental, and genetic factors.

Almost half of visually impaired people feel 'moderately' or 'completely' cut off from people and things around them. Older people with sight loss

are three times more likely to experience depression than people with good vision. One-third of visually impaired people of working age are in employment.

The emotional and psychological impact of sight loss is profound (Burmedi and Becker et al, 2002) and sight is the sense that people fear losing the most (College of Optometrists, 2011). Depression is significantly higher amongst people with sight problems (Evans, Fletcher and Wormald 2007) and feelings of wellbeing are significantly lower when compared to people without sight loss (McManus and Lord, 2012). Receiving practical advice and support as early as possible in the sight loss journey is invaluable to someone experiencing sight loss (Boyce, 2011 and Douglas et al, 2008).



Our mission

To **enable** people with
a **visual impairment**
to gain **greater**
independence and
minimise the effects of
reduced vision



Our vision

A world in which **every visually impaired person** realises their **hopes and dreams** and **fulfils** their **potential** as an **individual** and a **member** of their own **community**

What makes us special?

The ability to see is taken for granted until it's placed in jeopardy. Living in a world which is dominated by visual cues makes it even more challenging; from basic household tasks to getting out and about to socialise the challenges are immense. This is why we do what we do; by providing life changing support, advice and information and new skills we make a real difference to people when they are often at their lowest ebb. We want to ensure that sight loss doesn't stop people from getting on with their lives. We want to make a difference!

The way we work is critical to our success and we call this our organisational culture – our 'values'. Culture is key to achieving organisational excellence. Values are important building blocks of culture and are deep-seated and enduring. We have committed to 6 core values which guide all our work throughout Galloway's:



1



Deliver Excellence through Service

We believe that anything worth doing is worth doing with PASSION. We have to be creative and innovative to ensure we support people to identify their own solutions. We go above and beyond the average level of service to create an emotional impact on the people we support and to give them a positive story they can take with them the rest of their lives.

2



Embrace and Drive Change

The world in which we live is constantly changing and so we position ourselves to anticipate change and embrace it with open arms. We never accept or become comfortable with the status quo and we are always thinking of ways to change processes, perspectives, and opinions, hopefully for the better. Without change, we can't continue to provide a superior service.

3

Pursue Growth and Learning

We are committed to S-T-R-E-T-C-H-I-N-G ourselves both professionally and organisationally. We recognise that we won't always "get it right," but that's the challenge we gladly accept. The only way we can solve new problems that arise is by learning and growing to meet them head-on.



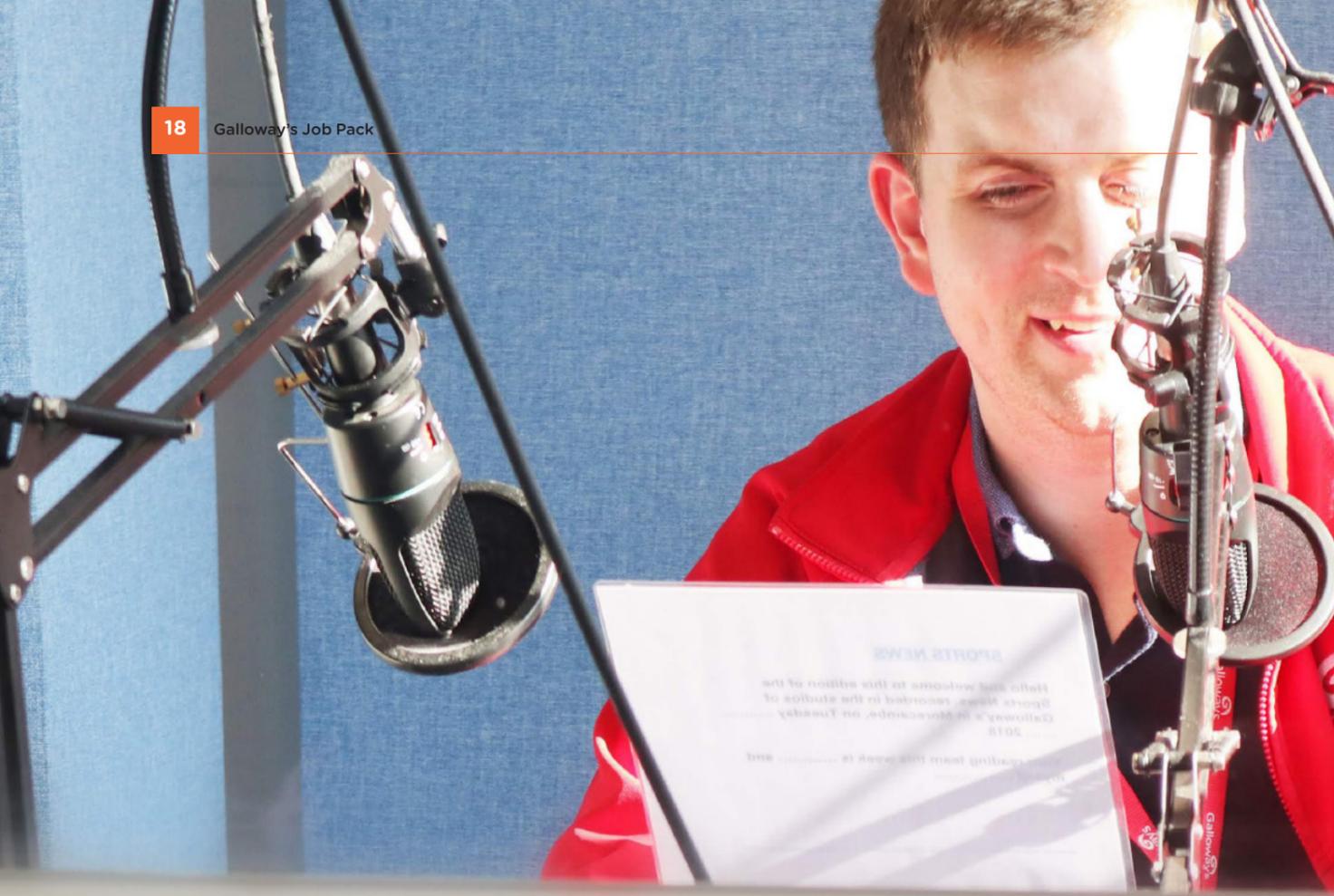
4

Build Open and Honest Relationships with Communication

We believe in fairness and transparency; we are an open book in all our work. Our honesty when interacting with others leads to strong relationships built on trust and faith. We can use these strong relationships to accomplish so much more than we could otherwise. It's not easy getting there! We always act with integrity, compassion and loyalty, and we are a good listener. At the end of the day it's not what we say or do, but how we make people feel that matters the most.




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Our goal is not just to provide a great service, but deliver the greatest service in our sector.

5



Be Mindful of how we use our Resources

We are always seeking new ways to make Galloway's more efficient and improve our services. There is always room for improvement, and we always feel a sense of urgency when making those improvements. We want not only to provide a great service for blind and partially sighted people but provide the greatest service in our sector!

6



Be Passionate and Determined

What keeps us going? It's passion for our work and our culture. We're inspired because we believe in what we are doing and the people we work alongside. We don't take "that'll never work" for an answer. We have a positive and optimistic attitude as we aim to inspire everyone around us.

Making our aspirations a reality

The very act of actually seeing the world around us is an astonishing thing, taken for granted by many. While sight loss can occur at any age, it occurs most often among mature adults. Like any other major life event, vision loss can bring feelings of loneliness, helplessness, anxiety, and depression. We are committed to working with blind and partially sighted people to realise their potential through our many programmes of activities and support.

Working together

Service delivery is guided by our commitment to involve blind and partially sighted people in service design and delivery. We remain focused on our identified core services and ensure that we clearly promote what we do as widely as possible, creating more opportunities for blind and partially sighted people to access our support.

Working as part of a team:

We will continue to work with partner organisations to ensure that blind and partially sighted people have access to services within their own communities.

Working with the community:

We will further develop our incredibly successful volunteer programme and we will use this invaluable area to support all aspects of our services and fundraising. Working in challenging times: We have recognised that at a time of economic downturn, services for blind and partially sighted will reduce even further. Galloway's is committed to ensuring that blind and partially sighted people have a voice and opportunities the sighted world takes for granted.

Tackling the devastation of sight loss

We support people who are affected by sight loss including families and friends in Lancashire and Sefton.

With the right resources and support to draw upon, the quality of life for people affected by sight loss, can be enhanced. At Galloway's we aim to achieve this by taking a holistic approach to the support and guidance we provide visually impaired people and their families.

People say that out of all the senses, sight is the one they most fear losing. We bring about changes for people who are already living with a visual impairment or who develop eye conditions that cannot be avoided. At Galloway's we are committed to reducing the effects of sight loss by reducing the feeling of isolation, loneliness and

desperation. We support people to remain independent as long as possible through a range of services.

- **Reaching people as early as possible**
- **Coping with the emotional effects of sight loss**
- **Reducing isolation and loneliness**
- **Health and wellbeing**
- **Provision of information, advice and guidance**
- **Empowerment through technology and equipment**



Our People

We currently employ 40 staff. We also have over 250 volunteers, who support a wide range of activities across all that we do including, Talking Newspaper, Finance, Fundraising, Administration, Service Activities and our new Social Enterprise.

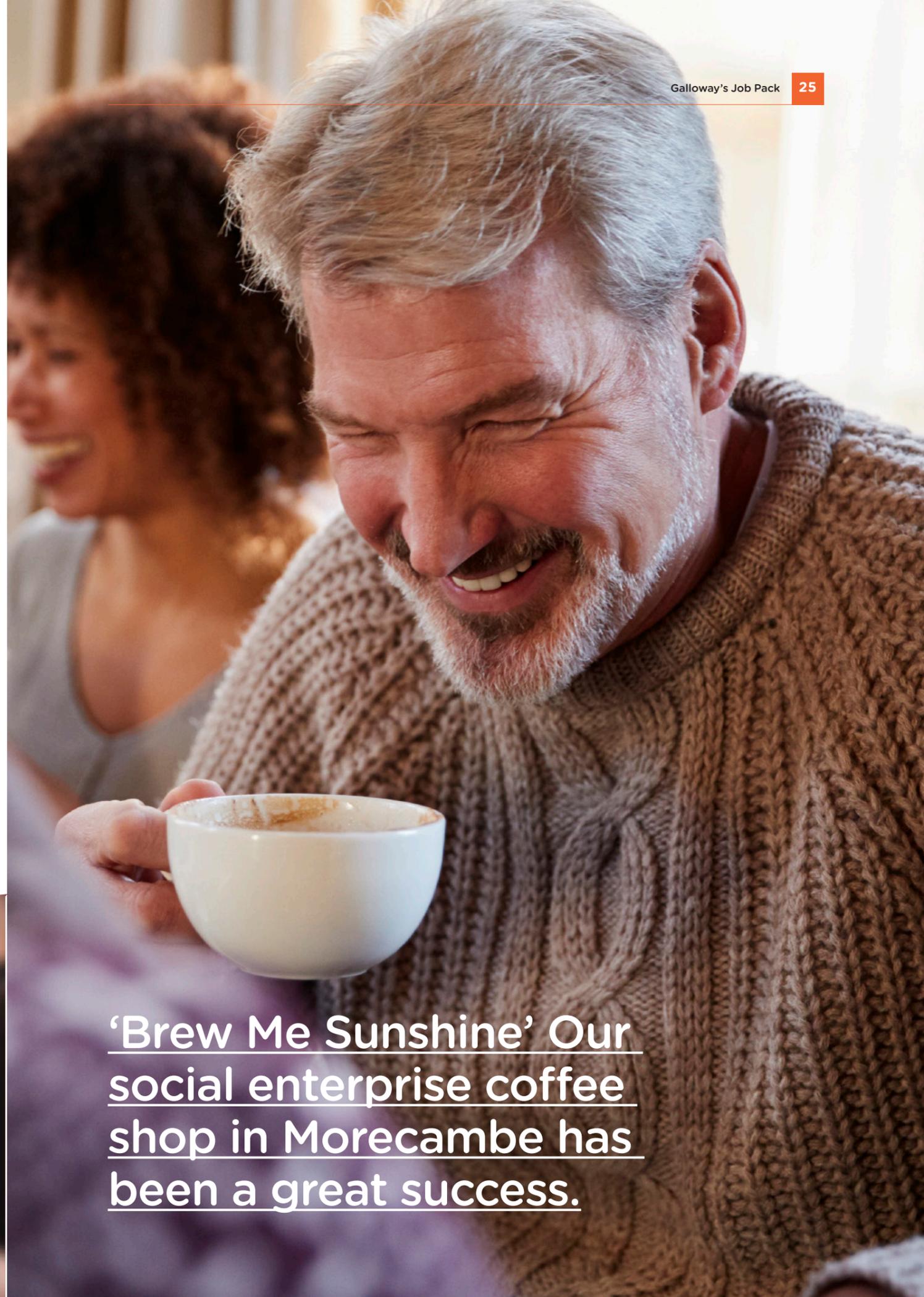
The Strategic Leadership Team comprises the Chief Executive, Head of Income and Generation and Communication, Head of Services and Head of Finance.

We have a highly skilled Services Team delivering support and guidance from our four sites; Preston, Chorley, Southport and Morecambe; led by our Head of Services.

Our highly successful Fundraising Team is based at our central office in Preston and led by our Head of Income Generation and Communication with operational management provided by the Fundraising and Communications Manager. Fundraising activities largely comprise of events, corporate, community, and legacy. Supporting this team and the wider organisation is a Supporter Care Officer and two Communications Officers. Together they are responsible for generating circa £600k.

Our social enterprise coffee shop in Morecambe also sits in the Income Generation and Communications team with the Manager reporting directly into the Head of Income Generation and Communication.

Our Central Resources team comprises of our Finance Team – Head of Finance and Finance Officer, the Chief Executive and the Facilities Manager. Our Volunteer Co-ordinator also sits in the Central Resources team and is responsible for recruiting and engaging our amazing volunteers.



'Brew Me Sunshine' Our social enterprise coffee shop in Morecambe has been a great success.

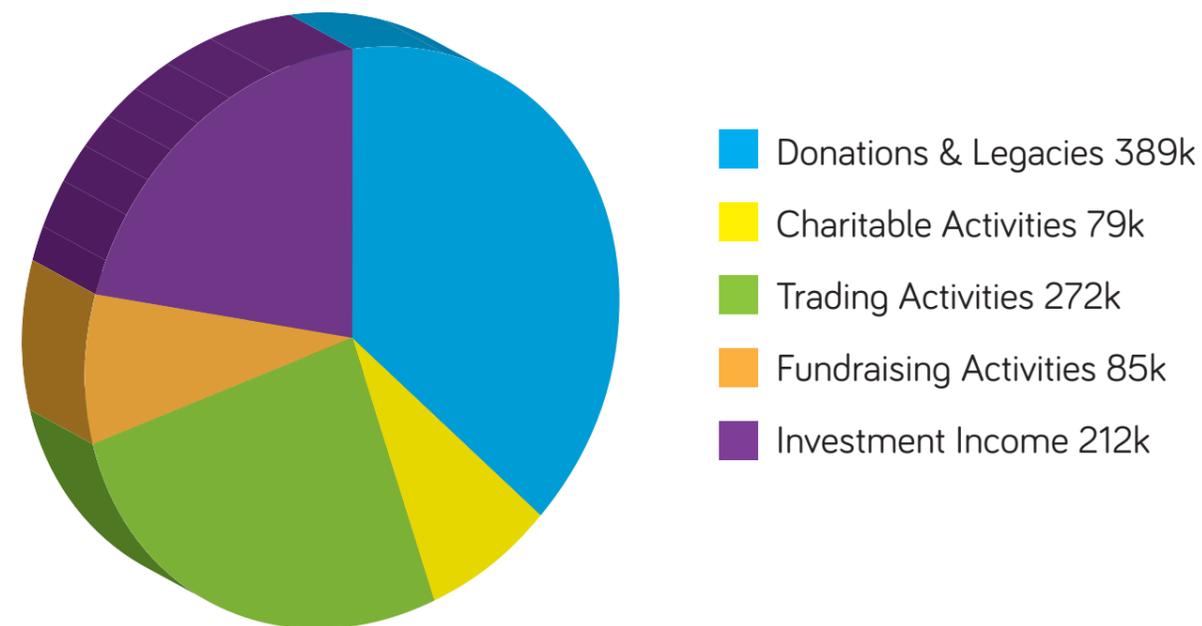
Financial Information

It costs circa £1 million a year at present to run Galloway's - that's nearly £3,000 a day. Around 50% of our total income is generated through our Fundraising Team with the remainder coming from a varied stream of managed sources.

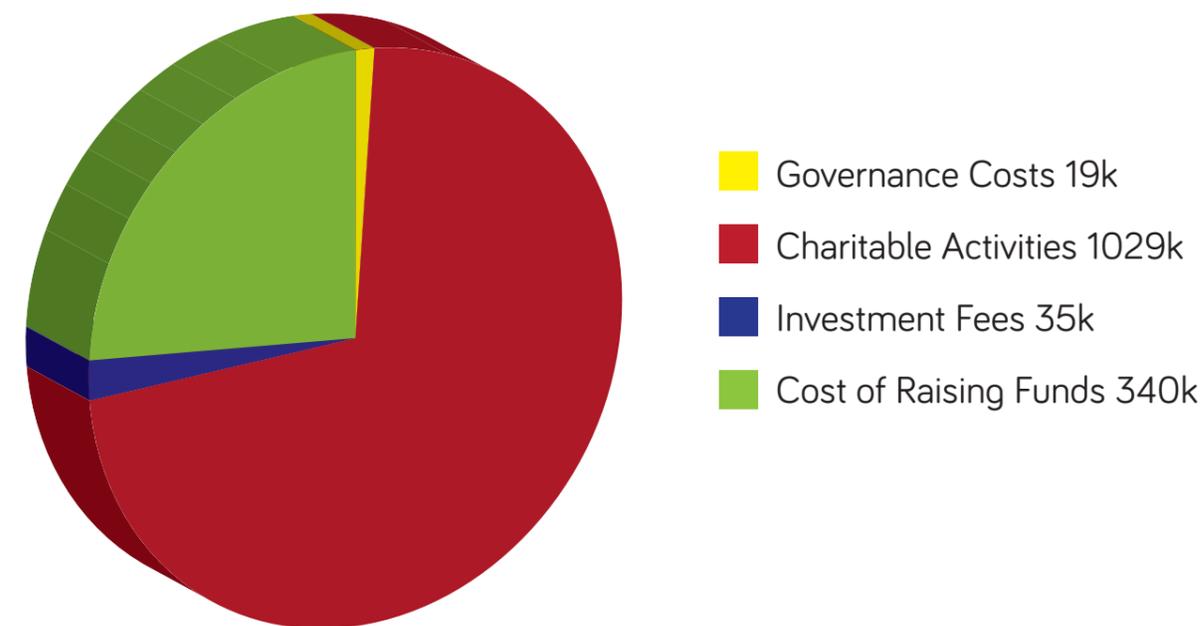
We currently have an investment portfolio focused on generating circa £170k per annum which is re-invested back into the annual running costs of the organisation. Our reserves policy is set at 3 months operating costs. A copy of our 2019/20 Annual Report and Accounts is available on the Charity Commission website at <http://www.charitycommission.gov.uk/find-charities/>.



Income 2019/20



Expenditure 2019/20



Job Description

Post:	Technology and Digital Transformation Project Manager
Salary:	£35,000 pro rata (some flexibility dependent upon experience)
Location:	Home Working / Howick House Preston
Hours:	Up to 30 hours per week
Contract Type	Temporary (9 months)

Brief overview of the position

This new position will support Galloway's to explore options for transforming both our internal processes & systems and customer facing services, so that we are making the best and most efficient use of technology now and planning for the future.

The post holder will develop a digital technology strategy by learning about the organisation, how it currently operates and understanding its strategic objectives for transformation.

Ultimately the post holder will work with us to fully explore options available for implementation, make recommendations and report back to the Senior Leadership Team & Trustees.

Key responsibilities:

Working closely with the Senior Leadership Team, you will review current systems and work with the change programme to explore new ways to make our aspirations become a reality through digital solutions;

Internal systems

1. Telephony – research new systems which will enable us to work more flexibly in the future
2. Office 365 – make recommendations for efficiencies & improved usage
3. Review of our current IT infrastructure and make recommendations for future investment
4. Finance – review existing software and provide recommendations for development
5. Systems and procedures – review all systems and procedures and provide recommendations for improvement through digital systems
6. Identify areas for cost effective automation of systems & reporting to achieve efficiency wherever possible
7. Audit current hardware and provide recommendations for future purchasing

Service delivery and Income Generation

1. Carry out a digital & technology skills analysis of staff & make recommendations, providing training and development where appropriate
2. Working alongside the change programme, explore and recommend digital solutions which will enhance our offer across service delivery and income generation
3. Provide recommendations on digital solutions for SLT & Trustees based on research findings and best practice.
4. Working alongside the Digital Team lead, explore options to future proof service delivery against any future pandemic like scenarios.
5. Working alongside the income generation team to explore digital solutions which will enable us to move some income generation on to digital platforms
6. CRM – review existing CRM used for services, explore alternative options and project manage the introduction of a new system

Reporting

1. Draft regular updates to be circulated through internal comms to keep staff involved in the project
2. Provide regular reports & updates on work and progress to the Senior Leadership Team
3. Write a three year Digital Technology Strategy based on findings

Other

1. Ability to be flexible with your working hours to meet the needs of the team and our organisation
2. Work with our outsourced IT provision as required
3. To work alongside the Digital Team Leader to ensure all systems are accessible
4. Any other reasonable duties as may reasonably be required by the line manager.

Performance Management

To actively participate in the organisation's performance management processes including appraisal and induction.

Training and development

To undertake training and development activities as agreed with your line Manager. excellent stewardship of our donors and supporters is paramount.

Quality

To work to service level agreements, organisational standards and external quality standards. To implement, monitor and review quality standards to ensure continuous improvement.

Health & Safety

Ensure that all work is undertaken in accordance with health and safety legislation rules and regulations. To follow procedures and be aware of matters that relate to the duties of the post.

Use of Resource

Ensure value for money and best use of resources in all activities related to the post.

Galloway's values and Equal Opportunity

To support Galloway's core values and carry out all responsibilities with due regard to Galloway's Equal Opportunities Policy and procedures.

Confidentiality code of conduct

You may not during or after the termination of your employment, disclose to anyone other than in the proper course of your employment or where required by law, any information of a confidential nature relating to the company or its business or customers. Breach of this clause may lead to dismissal without notice. Guidance on standards expected can be found in the staff code of conduct.

Other duties

This job description is not an exhaustive list. The post holder may be required to undertake other duties as directed by your line Manager

All Galloway's employees are expected to:

- Uphold the values of Galloway's and behave in a professional manner at all times.
- Value equality and diversity and comply with relevant equality legislation.
- Attend 1:1s and annual appraisals with line manager and team meetings as required.
- Cooperate with colleagues, encourage and support positive working relationships (both internally and externally) and foster a culture of respect and consideration at work.
- Take responsibility for one's own health and safety and the health and safety of others whilst at work, and comply with Health and Safety legislation.
- Work within all Galloway's policies and procedures.
- Communicate a positive image of Galloway's and protect its reputation.

Person Specification

Technology & Digital Transformation

Project Manager



The person specification is used to help identify suitable candidates and to ensure that all applicants are judged on fair and objective criteria, which is relevant to the post.

We will be looking for applicants who can show that they meet our essential requirements. You should, therefore, use the information below to help you to complete your application form. This information will be used as part of the shortlisting process.

Experience & Qualifications

ESSENTIAL	DESIRABLE
Relevant degree or equivalent experience	Project management qualification PRINCE2 and or equivalent

Knowledge and Understanding

ESSENTIAL	DESIRABLE
<p>Minimum 2 years' experience successfully leading, recommending and implementing digital and/or technology projects</p> <p>Experience of project management within an operations environment</p> <p>Experience of and able to communicate benefits realisation including improvements and efficiencies arising from channel shift</p> <p>Demonstrate experience of delivering projects on time, on budget and to organisational requirements</p> <p>Technically minded with a broad knowledge of current and emerging technologies</p>	<p>Experience of engaging with key stakeholders to gain commitment and buy-in for recommendations</p> <p>Delivering training and/or workshops for individuals and groups</p> <p>Knowledge of software and application lifecycle including procurement, implementation, testing, support and deployment plans</p>

Skills & Abilities

ESSENTIAL

Advanced Microsoft Office skills with the ability to produce documents and reports to a professional and accurate standard

An ability to understand the operational and practical implications of technology and strategic relevance

Excellent communication skills – written and verbal

Ability to work well as part of a team and support colleagues

Highly organised with the ability to manage multiple themes at once

The ability to manage a varied workload, prioritising accordingly while focusing on key objectives and deadlines.

Ability to work with people at all levels of the organisation

Ability to ask relevant questions understand our problems and perform trouble shooting

Effective negotiation skills to deliver positive outcomes

DESIRABLE

Ability to constructively challenge to bring about Improvements

Qualities & Competencies

ESSENTIAL

Ability to manage self remotely and initiate tasks

Ability to manage self remotely and initiate tasks

Willingness to understand the needs of the people who engage with Galloway's

Actively respects and values diversity for the benefit of the organisation and encourages others to do so



Information for Candidates

Information required from your application

Galloway's provides an application form but we will also accept CV's if they are accompanied by a supporting statement covering the criteria in the person specification. The following specific points are aimed at providing guidance for the information required on your application.

- If there are any gaps in your employment, please include details of these in your application or supporting letter.
- If we do not receive your application form by the closing date, we will be unable to process your application further.

Job Description and Person Specification

A Job Description and Person Specification are enclosed which detail the main responsibilities and duties required. As part of your application please provide a 'Supporting Statement'. This should describe how your skills, knowledge, experience and qualities match those described within the person specification. The Person Specification highlights which requirements will be used to shortlist candidates through your application and those which will be assessed by other methods such as by interview or tests. Within your 'Supporting Statement' you need to give examples of how you meet the requirements which you will be shortlisted against. If

you Within your 'Supporting Statement' you need to give examples of how you meet the requirements which you will be shortlisted against. If you have gained the necessary skills and experience in a voluntary capacity you should include details of this in your supporting statement. Within your 'Supporting Statement' you need to give examples of how you meet the requirements which you will be shortlisted against. If you have gained the necessary skills and experience in a voluntary capacity you should include details of this in your supporting statement.

People with a Disability

We aim to provide information to candidates in the right format for them. If you have not received information in the right format for your needs, please let us know. Candidates selected for interview should inform us of any special needs they may have in relation to the interview as soon as possible.

Interview and Selection

Interviews are normally carried out by a panel and verbal feedback will be provided to candidates selected for interview.

If you are selected for interview you will be notified within 1 week of the closing date. If you have not heard within 3 weeks, you should assume

you have not been successful in your application. As a non-profit making organisation, and in order to keep our administrative costs low, we are unable to confirm receipt of your application.

Given the current circumstances interviews will be held via zoom or skype.

References

You should provide details of references from your current or most recent employer and the referee should be either your line manager or the personnel department. References will be taken for the previous three year's employment and details should be provided for this period.

Declaration

For this post Galloway's will seek clearance from the Disclosure and Barring Service.

Data Protection

Information provided by candidates as part of their application will be held for the purposes of this recruitment only and will then be destroyed. Information provided by the appointed candidate will be retained in relation to their employment contract.

Working for Galloway's: Benefits

Pension

After a qualifying period of six months, the Society will offer to contribute 2% of salary into a Stakeholder Scheme on behalf of all employees.

The Trustees will consider making up to a 2% contribution to other pension schemes in respect of eligible members of staff holding personal pension schemes at the commencement of their employment with the Society.

Holidays

The holiday year runs from 1st April to 31 March. Holiday entitlement for this post is 18.6 days per annum excluding Bank Holidays. This increases depending upon length of service.

Compassionate Leave

Galloway's will consider each request for leave on compassionate grounds on an individual basis.

Probationary Period

All new appointments are subject to a probationary period of 6 months.

Learning and Development

Galloway's is committed to supporting the learning and development of all staff and volunteers to ensure we are able to achieve our operational and strategic objectives. As part of our development and support initiatives, we promote coaching, mentoring and job shadowing.

Equal Opportunities

Galloway's is committed to supporting diversity and working towards equal opportunities for all, in all aspects of its work.

Smoking Policy

Galloway's has a non-smoking policy throughout the organisation.



Equal Opportunities Policy

Introduction

Galloway's recognises that discrimination and inequality are still widespread in society as a whole. We are therefore working to achieve Equal Opportunities for all staff irrespective of disability, ethnic origin, gender, marital status, age, sexual orientation, religious belief or ideology. This applies to employment, to our service provision and to our relationships with external organisations.

Galloway's policy on Equal Opportunities applies to all Trustees, all employees and trainees, volunteers, receivers of our services, organisations that we work with and those who act on our behalf.

Aims of our Policy

To demonstrate the commitment of Galloway's in being a fair and reasonable employer and service provider.

To ensure that the individual potential of all employees is recognised and that their talents and resources are utilised to the full. Furthermore that no individual employee or group of employees receives less favourable treatment in relation to employment or access to resources.

To ensure that all our staff promote equality in the workplace and in the services we deliver.

Commitment: Galloway's will:

- Recognise and comply with its legal obligations under the Race Relations Act, the Sex Discrimination Act, the Equalities Act and any other statutes in force
- Fulfil its social responsibilities towards employees, potential employees and the communities in which we operate
- Review all policies, procedures and practices, relating to all aspects of employment, to ensure that they reflect Galloway's commitment to equal opportunities, amending and updating them where appropriate.
- Ensure that all customers, clients and people who use our services are treated fairly and equitably and receive the services appropriate to their needs
- Recognise and embrace the benefits of diversity throughout the organization including the protected characteristics of Equalities Act 2010: Age, Disability, Gender reassignment, Marriage and civil partnership, Pregnancy and maternity, Race, Religion or belief, Sex, Sexual orientation

Responsibility

All employees have a responsibility for implementing the Equal Opportunities policy in all aspects of their work and for promoting good and non-discriminatory practices. The Chief Executive has overall responsibility for implementation of equal opportunities and good practice.

MAIN LOGO



Come and join our team
and help us to make a
difference to even more lives...

Let's talk.

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