



## **INFORMATION PACK**

### **Action on Postpartum Psychosis: Head of Information Technology and Digital Transformation**

#### **INTRODUCTION**

APP is an award-winning national charity providing support and information to mothers<sup>1</sup> and families affected by postpartum psychosis (PP). PP is a severe form of postnatal mental illness that develops, often out of the blue, in the days and weeks following childbirth. Episodes of PP are frightening for new mothers and must be treated as a psychiatric emergency for the safety of both mother and baby. With the right care and support full recovery can be expected.

APP works with families with lived experience, academics and specialist clinicians to: raise awareness of PP; develop specialist information; train health professionals; facilitate research; and run a UK-wide specialist peer support service. We lead the world in highlighting and responding to this severe form of postnatal illness.

APP's peer support network helps people affected by PP to feel understood, informed and less isolated. For more information see: [www.app-network.org](http://www.app-network.org).

#### **OVERVIEW OF THE ROLE**

We're looking for an experienced Head of IT and Digital Transformation with a track record in digital project management, of implementing IT and CRM systems, and of developing digital transformation strategies.

This is a new, senior-level position. The successful candidate will be responsible for developing and implementing an information technology and digital transformation strategy that improves the charity's operational efficiency.

APP has grown rapidly over the past few years, and we are looking to develop systems that support our larger team. The Head of Information Technology and Digital Transformation will directly impact how we support families, train health professionals and facilitate research into postpartum psychosis. They will also be responsible for ensuring that transformation initiatives align with our strategic objectives and deliver measurable impact.

The successful candidate will be a professional who can think strategically about the future while being hands-on with systems and IT infrastructure. An understanding of CRM systems, data security, regulatory compliance, and cloud-based workspaces especially for UK charities, is vital. The role offers the opportunity to make a significant difference in a well-regarded national charity during a period of growth.

---

<sup>1</sup>We recognise that not everyone who experiences PP identifies with the term mother or woman. We support all people with experience of PP.

## **ACTION ON POSTPARTUM PSYCHOSIS - JOB DESCRIPTION**

<b>JOB TITLE:</b>	Head of Information Technology and Digital Transformation
<b>RESPONSIBLE TO:</b>	Dr Jess Heron, Chief Executive
<b>RESPONSIBLE FOR:</b>	Data Manager
<b>JOB PURPOSE:</b>	To develop and implement APP's digital technology, IT and data management strategy. To represent digital interests at senior leadership level.

### **Main responsibilities:**

1. To develop and implement a digital transformation strategy, considering the charity's most urgent needs, current capabilities and available resources, identifying what is needed for future growth, effectiveness and resilience:
  - a) Identifying opportunities for digital innovation that improves beneficiary experience and operational efficiency;
  - b) Developing a digital transformation plan and timeline, to integrate and improve systems, maximising the impact of the charity for the future;
  - c) Developing and maintaining digital, IT and data policies, guidelines and training, to ensure data security, regulation compliance, and alignment with organisational objectives;
  - d) Establishing and maintaining disaster recovery and business continuity plans for digital services.
2. To lead digital transformation projects and drive innovation, overseeing implementation, contractor relationships and budgets; working closely with key stakeholders, including:
  - a) Working with the staff team, Data Manager and external suppliers/developers to plan and implement a new CRM system;
  - b) Working with the Director of Finance & Operations to improve APP's finance and accounting systems to ensure they meet the needs of a growing organisation;
  - c) Working with the staff team to review digital technologies to improve peer support services, training delivery, and engagement with volunteers, service users and health professionals;
  - d) Working with the Chief Executive and academic partners to review technologies to support research into postpartum psychosis.
3. To oversee APP's IT and telephone systems, equipment and infrastructure, including:
  - a) Managing device and equipment use, and our virtual landline system;
  - b) Managing our cloud-based workspaces and other cloud services, ensuring they are used securely, effectively and that they are meeting the organisation's needs.
  - c) Planning and budgeting for equipment replacements and upgrades.
  - d) Working with the Team Administrator and Data Manager to resolve basic IT issues experienced by staff and ensuring more complex problems are resolved, where necessary with external support;
  - e) Overseeing contracts with external suppliers.
4. To oversee data collection and reporting systems, data protection compliance, information security and cyber security for the organisation,
  - a) Acting as the organisation's senior internal data compliance contact;
  - b) Maintaining information security and cyber security measures;
  - c) Overseeing processes for data collection and accurate, efficient reporting, working closely with the Data Manager;
  - d) Overseeing staff training, to ensure staff can collect and manage data appropriately, use digital technologies effectively, and use artificial intelligence responsibly, and working closely with the Data Manager to provide advice and guidance to staff as needed.
5. To carry out any other reasonable duties delegated by the Chief Executive.

## PERSON SPECIFICATION

### Essential skills, qualities and experience:

- Proven track record of digital project management at a senior level, implementing IT and CRM systems and developing organisational digital transformation strategy.
- Demonstrable experience of: managing contracts with external service providers; managing workplans, project budgets and achieving value for money; and designing data and reporting systems.
- Demonstrable understanding of: current digital trends and technologies; disaster recovery and business continuity plans for digital services; data protection legislation (UK GDPR, PECR, Data Protection Act etc.); and cyber security principles and best practices.
- Good strategic vision, strong analytical and problem-solving abilities.
- Excellent communication & interpersonal skills – able to respond to people in a warm, articulate, friendly, professional, empathetic and sensitive manner and able to explain technical concepts to non-technical audiences.
- Willingness to respond to the needs of the organisation, learning new skills and taking on new tasks.

### Desirable skills, qualities and experience

- Commitment to health equality, social justice, and improving healthcare outcomes.
- Awareness of, and knowledge of the issues faced by families affected by postpartum psychosis, Bipolar Disorder and perinatal mental illness.
- Track record of successfully working from home, managing a diverse workload, working independently towards goals and as part of a team.
- Ability to travel to meetings and events as required.

### Other requirements

All members of the APP team work remotely, so constructive and effective internal communication is of particular importance.

### CONDITIONS

**SALARY:** £55,000 per annum, pro rata

**HOURS:** 4 days (28 hours) per week. Days and hours to be agreed. Additional work may be required in line with job responsibilities. 1 year fixed term contract, with the possibility of extension dependent on funding.

**LOCATION:** Home-based

**ANNUAL LEAVE:** 25 days plus bank holidays (pro rata).

**PENSION:** Company Pension Scheme available.

**NOTICE PERIOD:** 2 months.

APP is a family friendly organisation, and our staff work flexibly in many different ways; most work part-time and from home. Please talk to us at interview about the flexibility you need. We can't promise to give you exactly what you want, but we do promise not to judge you for asking.

**Please note: Interested candidates are encouraged to apply early, as the advertisement may be withdrawn if a high number of applications are received.**