



Digital Transformation Officer Recruitment Pack

Hours: 36 hours net, per week (full-time)

Duration: Permanent

Salary: £42,800 per annum plus pension and benefits

Location: Hybrid, working from our Northampton office one or two days per week

Closing Date: 8am on 15th April 2026

Interview Date: 24th April 2026





Introduction

Thank you for taking the time to download our recruitment pack. We hope this will give you all the information to be able to apply for the role.

Please ensure you read the requirements carefully so you can tailor your application accordingly to the person specification and job description.

Included in this pack:

- About CCT and CCT Benefits
- About the Role
- Person Specification
- Additional Information
- How to apply and Disability Confident Scheme
- Candidate Process
- Contact us/Other vacancies/Al Statement

About CCT

Churches Conservation Trust (CCT) is the national charity caring for historic churches at risk. As the operator of the third largest heritage estate in charitable ownership in the UK, our 356 historic churches include examples of irreplaceable architecture, archaeology and art from 1,000 years of English history.

CCT has an international award-winning reputation in heritage conservation and regeneration. All churches in our care are listed, mostly Grade I and II*, and some are Scheduled Ancient Monuments.

Without our care, these buildings might have disappeared entirely. Instead, they are enjoyed as social, tourism, educational and cultural resources, kept open, in use, and living once again in the heart of their communities.

CCT Benefits

- Civil Service Pension @ 28.97% Employer contribution
- Season Ticket Loans
- Broadband Allowance for Home Workers
- Subscriptions to Professional Bodies
- Life Assurance
- 27.5 days holiday a year (excluding bank holidays)
- Christmas Shutdown
- Birthday off
- Training & Development Interest Free Loans
- Continuing Professional Development Allowance of £200
- Employee Assistance Programme
- Eye Test Reimbursement of up to £20
- Enhanced sick pay after completion of probation
- Champing discount of 20%
- Childcare vouchers



About the Role

Overall job purpose

The Digital Transformation Officer will support CCT's strategy with the replacement/upgrade of its current digital information systems with a new fit for purpose digital environment and manage the Trust's move to this new environment.

The Digital Transformation Officer will work with all teams within the Trust, across all levels of the organisation, assisting with implementing CCT's Digital Transformation Strategy. They will be responsible for the day-to-day tasks involved in populating and documenting the system and the supporting infrastructure as it develops.

As the Digital Transformation Officer, you will play a pivotal role in supporting CCT's strategic objectives by collaborating with cross-functional teams that leverage agile methodologies, data-driven approaches, and digital technologies. A key focus of the role will be addressing the behavioural and cultural factors that influence the success of digital transformation— using structured engagement, training, and communication approaches to support adoption of new systems.

Key relationships

The post holder will work closely with the IT Manager and all teams across the Trust, including regular contact with regional business officers, LCO's and the Fundraising and Membership team.

Key duties and responsibilities

1. Project management and delivery

- Deliver agreed activities and programmes for the digital transformation project, such as, but not limited to, solutions for stakeholder involvement, change management, training, communications, and organisation design and governance that assist in helping CCT achieve its digitalisation objectives.



About the Role Cont.

- Work in partnership with the organisation to design and deliver user engagement and adoption campaigns that support major initiatives—such as new technology rollouts, digitisation projects, and the integration of both emerging and established digital tools. These campaigns will focus on ensuring users are informed, prepared, and confident in adopting new systems and ways of working.
- Assist with the delivery of the digital transformation strategy, supporting the full lifecycle of new technology implementations from planning through to deployment.
- Work with the IT Manager to provide monthly status reports, locate problems and control risks.
- Translate business needs into clear and actionable technical requirements, ensuring that proposed solutions align with defined objectives and criteria.
- Assist with presentations, proposal creation, and Statements of Work (SOW).
- Assist and help control the group in charge of creating and implementing user acceptance campaigns for initiatives including technical implementations, digitisation, and emerging technologies.
- Develop a comprehensive understanding of CCT's entire technical landscape, including its systems, platforms, infrastructure, and digital tools.

Analytics, assessment, and learning

- Assist with and oversee the data management and population processes required as part of digital transformation.
- Develop high-level data maps that capture strategic data flows, show how systems interact with each other, and highlight key dependencies, risks, and the governance structures that support them.

About the Role Cont.

- Assess team culture, performance, and readiness for change when supporting one or more teams in the development and implementation of digital tools—such as data visualisations—that reflect and enhance their work processes. Identify learning and development needs to support digital transformation initiatives.
- Collate and manage data reports to demonstrate how analytics and modelling techniques address specific business challenges.

Communication

- Maintain communication with key decision-makers, including Senior Leadership. Help prepare presentations and documentation to inform our audiences about concepts related to digital enablement.

Other

- Inform CCT on industry developments and best practices that will affect them as they navigate the digital world.
- As needed, connect digital transformation activities with other work streams and make sure they adhere to the project's overall timeframe and major milestones.
- Assist the IT Manager in tasks related to the delivery of digital systems.

***N.B.** This job description is not all-encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.*



Person Specification



Assessment Methods:

Code	Assessment method	This means...
A	Application	You need to provide examples and evidence as to how you meet this criteria in your application.
I	Interview	You will be asked competency-based questions around this criteria at interview.
T	Test	This could be an ability test or group exercise assessing you against the criteria.
P	Presentation	You will be asked to prepare or give a presentation to demonstrate against this criteria.

Essential Criteria	Assessment
Educated to degree level or equivalent experience or professional training	A
Experience of initiating and compiling data audits and present findings	A, I
Experience of producing clear project documentation, reports, and briefings to support decision-making and accountability.	A, I
Experience with implementing an organisation wide digital transformation project	A, I
Experience in creating training material and delivering training, and the ability to document processes and create clear guidance that supports transparency, consistency, and shared understanding.	A, I
Possess excellent Microsoft 365 application skills	A
Ability to take initiative and responsibility for own work	A
Excellent written and oral communication skills	A, I
Able to be flexible, multi-task and demonstrate excellent organisational and project management skills	A, I
Possess excellent interpersonal skills; able to communicate technical information to non-technical audiences	I

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Essential Criteria	Assessment
Experience of working with CRM systems, content management systems (CMS), electronic document and record management systems (EDRMS) and other databases.	A, I
Experience of working within governance, data protection, and information management frameworks when delivering digital or data-related initiatives	A, I
Experience of working in a project and collaborative environment, with minimal supervision	A
Demonstrable knowledge of the relationship between strategic objectives and Digital Transformation	I
Energy, resilience and reliability	A, I

Desirable Criteria	Assessment
Have an in depth of understanding of digital tools required for transformation and project management, e.g. MS Project, Salesforce, Dynamics or Access CCRM	I
Working knowledge of ERP and/or Estates management software, e.g. Concerto, Qube, CPM	A, I
Have excellent demonstrable knowledge of the Microsoft 365 platform and licensing model	A, I
Good understanding of Microsoft SharePoint, Viva and Engage and be able to demonstrate key business processes that can be leveraged from a unified platform	A, I
Ability to identify areas for improvement and develop new policies, working practices	A, I
Have an up to date understanding of new and emerging technologies and the scope for exploiting them in line with business needs	I



Additional Information



Basic DBS clearance

We are committed to safer recruitment practices. Any offer of employment for our positions are subject to Basic DBS clearance.

Pre-employment credit check

For compliance purposes, any offer of employment for this position is subject to a pre-employment credit check. This is because this role involves working with our finance systems and confidential information.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, volunteers and visitors. All staff have a responsibility to manage risk within their sphere of responsibility.

All Trust employees are accountable, through the terms and conditions of their employment, and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

Additional Information

Data Protection

If you have contact with computerised data systems, you are required to process and/or use information held on a computer in a fair and lawful way. You are also required to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose.

Safeguarding

We believe that everyone we come into contact with has the right to be protected from all forms of harm. We want everyone visiting our churches, volunteering with us, or working with us to have a safe and enjoyable experience. We will not tolerate abuse, maltreatment, or exploitation by or to our staff, volunteers, or members of the public. **We expect our staff to share this commitment.**

Mandatory training (for all roles)

If successful, you will be required to complete mandatory compliance training including, but not limited to:

- Equality, Diversity, and Inclusion
- Bullying and Harassment for Employees
- Stress Awareness
- Mental Health Awareness
- Health & Safety Essentials
- Fire Awareness
- DSE Assessment
- GDPR UK Awareness
- Safeguarding Awareness
- Effective Remote Working (if applicable)



How to Apply

How to apply

If you would like to apply for this role, please click [here](#) where you will be directed to our online recruitment system. **You'll be asked to submit a CV and a short supporting statement (max 2 sides A4)** outlining how you fulfil the person specification for this post.

The closing date for receipt of applications is 9am on **Monday 6th April 2026**.

Interviews will be held on **Friday 24th April 2026 in Northampton**. Please note that the interview dates have been specifically chosen according to the availability of the panel.

Disability Confident Scheme

We are a Disability Confident Committed Employer. Candidates who declare that they have a disability and who meet the essential criteria for the job will be offered an interview.

If you have any queries about this role, or if you have a disability and wish to request a reasonable adjustment at any stage of the recruitment process, please email recruitment@thecct.org.uk



Candidate Process

Apply for chosen role using the recruitment portal. Ensure to include a CV and a supporting statement.



You will receive an email either confirming we have received your application or that you are missing documents that need to be submitted in order for your application to be considered.



You will be sent an email from Thomas International inviting you to complete Psychometric Testing. In order for your application to be considered you will need to complete this before the role closes.



Once the role has closed, you will receive an email over the next coming days either inviting you to interview or confirming you have been unsuccessful.



If you are invited to interview, you will receive an email with the details as to the location, time and date, which you will need to confirm via the Recruitment Portal



Once the interview is complete and the panel have made their decision, you will receive feedback and a decision.



Contact Us

If you have any queries about this role and would like to have an informal chat please email amillerchip@thecct.org.uk

If you would like to speak to someone in recruitment about the Disability Confident Scheme or any other information about CCT or the process or provide feedback, please contact recruitment@thecct.org.uk

Other vacancies

Thank you for your interest in this role, if you feel you could be interested in any of our other roles, please visit our website to find all of our open vacancies: [Vacancies - Churches Conservation Trust](#)

AI Statement

Please note: The use of Artificial Intelligence (AI) tools or automated systems to prepare application materials or responses is not recommended. We value authentic, personally crafted applications that reflect your individual experience and skills.