

Candidate Information Pack

Director of Digital



Building a high performance culture



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Our Values

Working as one

Excellent behaviours and standards

Every achievement counts



Welcome message

This is an exciting and challenging opportunity to join us as we begin an ambitious programme of digital transformation. Success will radically change the services we provide to the 3.7 million companies in the UK and millions of users of our data. It will also change the way we work within Companies House, delivering efficiency and better quality jobs for our people.

The successful candidate will report to the Chief Executive and be a key member of the Executive Team. They will lead the digital directorate, which consists of 210 people, and directly manage the senior management team of 4, who lead the Development, Product, IT Services and Project teams.

The successful candidate will be an experienced senior manager, within either the private or public sector, experienced in delivering transformational change to business technologies and processes, making cost savings and service improvements for customers. You will be an excellent leader and strategic thinker, able to clearly articulate vision and strategy and to develop productive relationships with a wide range of stakeholders.

This is an exciting time to join us. I look forward to welcoming the successful candidate, so that together we can shape the digital future of Companies House.



Louise Smyth
Chief Executive and Registrar for
England and Wales



Background to Companies House

Companies House is an executive agency of the Department for Business, Energy and Industrial Strategy (BEIS). Our role is to incorporate and dissolve limited companies, register the information companies are legally required to supply, and make that information available to the public.

There are more than 3 million limited companies registered in the UK, and 500,000 new companies are incorporated each year.

Who we are

We employ around 1,000 staff in our head office in Cardiff and our offices in Edinburgh, Belfast and London. Company registrations for England and Wales are carried out in Cardiff, while registrations for Scotland and Northern Ireland are processed in Edinburgh and Belfast, respectively. Our London office only provides search services to visiting customers.

Our main responsibilities are to:

- incorporate and dissolve limited companies
- examine and store all company information required by law
- make all information given to us available to the public in the official government register of UK companies

The Digital Services directorate

Having been at the forefront of the first wave of government digital services, our digital challenge is now two-fold: to replace existing digital services with a single portal offering which enables users to do everything they're required to digitally, and to replace our internal services so that our Companies House team can benefit from the same design and usability standards.

The future for our IT services, underpinning our ambitions for new digital services, lies in migrating business critical services to Infrastructure as a Service as well as increasing use of cloud-based services for standard, Software as a Service utilities.

These, combined with our commitment to developing our people and to collaboration and Agile working, will ensure that Digital Services plays a central part in achieving our Companies House vision to be the best registry in the world.

In the Digital Services Directorate, our 210 staff belong to 4 teams that work together to design, develop and support the digital services vital to Companies House staff and its users, playing a key role in our aim of excellence in company registration and search.

In the **Product Team**, Product Managers, Customer Researchers, User Experience Designers and Performance Analysts together develop a deep understanding of our users' needs, expectations and motivations through a highly regarded programme of user research and usability testing, using a variety of techniques and our in-house usability suite.

The team is responsible for the Companies House Performance Platform, providing a wealth of knowledge on our users' interactions with our services, and for the Product Roadmap that outlines the way forward for our products and services.

The **Project Team** leads on translating the Product Roadmap and other requirements for change into our organisational Change Portfolio – the planned projects and programmes of work that will turn vision into reality.

The team use a variety of approaches to manage all levels and aspects of delivery, with the Portfolio function maintaining oversight of the whole and an understanding of upcoming work to shape future plans.



Background to Companies House

The **Development** Team of Architects, Analysts, Developers, Testers and Agile Leads is central to delivery of our digital services. They employ industry-standard languages, frameworks and tools to deliver using Agile and DevOps processes.

The team is responsible for delivering the system components of changes across all our services for both internal and external users.

The **IT Services** Team's responsibilities range from supporting applications coming out of development and other back office applications, to the development and operation of the infrastructure that supports them, and information security. These operations are underpinned by service management and DevOps processes. The key metric for the team is 'Availability' and they have been successful in delivering a combined availability across our public and internal services in excess of our 99.90% target.



Director of Digital Services job description

IT Services

Job Title: Director of Digital (Senior Civil Servant)

Location: Cardiff

Salary: SCS1 – £100,000-£125,000

This is a permanent opportunity

Number of Posts: 1

Hours of Work: Full-time, part time or flexible working arrangements

Closing date for applications: 8 December 2017

The successful candidate will be appointed on the modernised SCS terms and conditions. Existing civil servants will retain their existing rights if accepting this post on level transfer.

Companies House is about to embark on an ambitious programme of digital transformation. Success will radically change the services we provide to the 3.7 million companies in the UK and millions of users of our data. It will also change the way we work, delivering efficiency and better quality jobs for our people.

The Director of Digital Services will:

- Deliver the next generation of high performing digital services for our customers and staff, working with GDS, BEIS and wider government.
- Lead and inspire our staff to deliver digital transformation at pace.
- Provide strong leadership focusing on delivering outcomes, valuing people, customer service and efficiency using a one team approach.
- Be customer focused to ensure that the register unlocks the opportunities that digital data brings.
- Champion customer insight and usability in the design and delivery of services.

- Deliver a cyber security and data security strategy
- Build digital capability and address critical resourcing issues.
- Be a key member of the Executive Team, role modelling exemplar behaviors and living the Companies House values.
- Champion an innovative approach to delivering a world class service for our customers.
- Contribute to the overall success of Companies House.

The successful candidate will be:

- A **strategic thinker** who can take the broader view, participate in setting long term strategy and drive this forward in the business.
- **Passionate about customers** and providing high quality services for them.
- An **excellent leader** with the ability to coach and develop individuals and teams to achieve high performance.
- **Able to clearly articulate vision and strategy** and use their influencing skills to obtain buy in and engagement across the organisation.
- **Able to develop productive working relationships**, engaging with a range of stakeholders at all levels, confidently dealing with and influencing senior officials and producing clear and non-technical advice on complex issues.
- **Experienced at a senior level**, in public or private sector, of delivering transformational change to business technologies and processes, making cost savings and service improvements for customers.

They will have:

- **Significant experience** of delivering high performing digital services to business and consumers
- **Experience in developing and continuously improving services**, increasing performance, quality and reducing cost
- **Digital literacy** and be capable of effectively engaging with technical staff, suppliers and stakeholders to define the best approach to service design.
- **Experience of driving a customer insight and usability** based strategy to develop digital services and a high degree of market awareness.
- **Demonstrable experience of agile project** management, open source, cloud platforms and digital services.
- **Experience of adopting innovative approaches** to delivering and procuring services, and of managing relationships with suppliers.

Competencies for the role:

- **Seeing the Bigger Picture**
Shape strategies and plans which help put into practice and support the Department's vision and long-term direction, including those shared with other departments.
- **Changing and Improving**
Lead the transformation of services to users, moving to a digital approach whenever possible.
- **Leading and Communicating**
Inspire staff and delivery partners to engage fully with long term vision and purpose of the Department, supporting them to make sense of change.
- **Collaborating and Partnering**
Proactively create, maintain and promote a strong network of connections with colleagues across the Department, wider Civil Service and externally.
- **Achieving Commercial Outcomes**
Manage strategic commercial relationships and delivery arrangements actively and effectively to provide ongoing value for money to the tax payer.
- **Managing a Quality Service**
Use customer insight to determine and drive customer service outcomes and quality throughout own area
- **Delivering at Pace**
Translate strategic priorities into clear outcome-focused objectives for managers and provide the energy and drive in achievement of these objectives.



Application process

How to apply	<p>To apply for the post, you should send a CV and 2 page statement of interest, detailing the skills, experience and competencies that evidence your suitability for the role, to</p> <p>Susannah.ellis@harveynash.com.</p> <p>The closing date for applications is 8 December 2017.</p>
Shortlist	<p>The Panel will shortlist candidates.</p> <p>If successful at this initial stage, candidates will be provided with further information regarding the next stage of the selection process.</p>
Engagement activity	<p>Shortlisted candidates will be required to undertake an engagement activity with the Digital Services team week commencing 15 January 2018.</p> <p>Louise Smyth, Chief Executive, will be available for a telephone discussion with shortlisted candidates.</p>
Interviews	<p>Interviews with the Panel will be held in Companies House, Cardiff. Interviews are scheduled for week commencing 22 January 2018.</p>
Further information	<p>For further information on the application process, please contact Susannah.ellis@harveynash.com</p> <p>For further information on Companies House, follow links</p> <p>Companies-house-business-plan-2017-to-2018</p> <p>Companies-house-strategic-plan-2017-to-2020</p>



Terms, conditions and benefits

Terms and conditions for Senior Civil Servants have been revised with effect from 01 July 2013.

For new entrants to the Civil Service:

1. Basic hours of work will be 42 hours per week, including daily meal breaks of one hour.
2. Your annual leave allowance will be 25 days in the first year, rising by one day per year (on the anniversary of your star date) to a maximum of 30 days after 5 years of service.
3. 1 day of privilege leave will be given on account of the Queen's birthday every year.
4. A generous pension scheme. Further details can be provided.
5. Occupational sick pay entitlement.

For existing civil servants on promotion:

1. Basic hours of work will be 42 hours per week, including daily meal breaks of one hour.
2. If you currently have any privilege leave over and above 1 day for the Queen's birthday, this will be rebranded as annual leave.
3. If you have more than 30 days of annual leave in total (including any rebranded privilege leave), your annual leave will be capped at 30 days.

4. If you have less than five years' civil service employment, your annual leave entitlement will be graduated according to length of service, i.e. 25 days in the first year, rising by one additional day for each year of service up to a maximum of 30 days after five years. (This will apply even if you currently have more leave than that entitlement.)
5. A generous pension scheme.
6. Occupational sick pay entitlement. Further details can be provided.

For existing civil servants on level transfer:

Your current contractual entitlements in relation to basic hours of work, annual leave, privilege leave, and occupational sick pay will continue to apply.

In addition, we offer:-

- access to an Employee Assistance Programme.
- access to a discounted gymnasium.
- membership of the Civil Service Sports and Social Club.
- free car parking.
- training and development.
- Companies House staff discount scheme

