Head of IT

Role Profile

Role Title	Head of IT
Department	IT
Reports to	Chief Finance Officer
Location	Office based
Hours/week	Full time
Status	Permanent
Role purpose	The Head of IT plays a critical role in ensuring that our digital infrastructure, systems, and services are reliable, secure, and aligned with the needs of our members and staff. Reporting to the CFO (who has dual responsibility for Finance & IT), this role leads the strategic development of IT, with hands-on oversight of key IT functions - including operational resilience, data storage and integration, cyber security, and project delivery. The Head of IT will ensure the continuous improvement of technology across the HTA to support our mission.
Line management:	IT Manager (who in turn manages an IT Technician & a CRM Administrator)
Key areas of responsibility	1. Strategic leadership & service stability 2. Operational oversight 3. System integration, data management & policy leadership 4. Project management & delivery 5. Cyber security & risk management 6. Team leadership
Key stakeholders	• CFO, CEO & SLT • IT Team • All HTA teams • HTA members • 3rd party vendors & service providers • Board members (as needed) • Auditors, legal advisors & compliance bodies
Key performance indicators	• System uptime & service reliability – reduced system downtime and fewer critical incidents, particularly for member-facing platforms (e.g. CRM, Gift Card scheme) • IT project delivery – timely and successful delivery of strategic IT projects with clear benefits for staff and members • Data quality & accessibility – improved accuracy, availability and integration of organisational data for reporting and insights • IT policy compliance – organisation-wide adherence to IT policies and best practice; no major audit or compliance issues • Cyber security posture – maintenance of strong cyber controls; incident response procedures tested and effective • User satisfaction – positive feedback from internal users on systems performance, support responsiveness, and project outcomes • Team engagement & performance – high levels of performance, collaboration, and development within the IT team • Stakeholder feedback – strong working relationships across departments, with IT seen as a trusted, enabling partner

HTA Core Purpose

We help our members to flourish.

HTA Mission Statement

On behalf of our members we promote, support and nurture our industry to ensure a robust and sustainable future. Our aim is to recruit and retain people with the behaviours that support our mission and who will grow with us and achieve more.

Our Values

Our culture is centred on our 4 organisational values of **Member Focused**, **Inclusive & Collaborative**, **Trusted** & **Innovative** ('MITI'). Our values are our guiding principles, our beliefs. They reflect the way the HTA operates, how we make decisions, and they shape how we behave with each other, our members and external stakeholders. They underpin everything we do at the HTA.

Key Responsibilities

1   Strategic leadership & service stability
- Lead the development and delivery of an IT strategy that aligns with organisational priorities and supports consistent, high-quality services for members and staff.
- Lead the development of a robust and scalable systems architecture for the organisation.
- Lead the infrastructure strategy and policy for the organisation covering telephony, hardware, and building-related IT service
- Act as the HTA's lead advisor on IT risks and opportunities, working closely with the CFO
- Champion the continuous improvement of digital systems to enhance the experience of members and equip HTA staff with the tools they need to succeed.
- Ensure critical systems - including National Garden Gift Card scheme, CRM, and financial platforms – are robust, scalable and fit for purpose.
- Ensure systems perform reliably and are continuously improved to support business needs and minimise downtime.
- Foster strong cross-organisational relationships to ensure IT effectively enables team goals and delivery.
- Stay informed about emerging technologies and assess their relevance and potential benefit to HTA.

2   Operational Oversight
- Oversee the delivery of day-to-day IT operations, ensuring systems and platforms perform reliably and meet the needs of members and staff.
- Monitor system performance metrics and user feedback and resolve recurring issues through proactive root cause analysis and drive continuous improvement.
- Oversee the maintenance and performance of key systems supporting core services.
- Set the annual IT budget and expectations on delivery.
- Set and review the strategic approach for IT support partners to ensure the most effective ROI for organisational needs.

3   System integration, data management & policy leadership
- Oversee the organisation's approach to data storage, structure, and integration, ensuring it is secure, accessible, and future proof.
- Lead efforts to ensure our core systems (CRM, finance, gift card platform, membership services) are streamlined and aligned.
- Ensure data accuracy and reporting processes support insight, decision-making, and member engagement.
- Establish and uphold best practices and compliance in data governance, security, and integration.
- Develop, implement, and maintain clear IT policies and standards to support secure, compliant, and efficient operations across the organisation.
- Promote understanding and consistent application of IT policies, including those related to system use and data handling.

4   Project management & delivery
- Manage the day-to-day delivery of key IT and digital transformation projects, ensuring clear planning, stakeholder engagement, and effective execution.

- Prioritise projects that deliver measurable improvements in system performance, data integrity, and user experience — especially for member-facing services.
- Work closely with the CFO and Director of Membership and Marketing, who will sponsor major initiatives, to align project goals with strategic priorities.
- Ensure effective change management, with users engaged, supported, and prepared for implementation.

5   Cyber security & risk management
- Lead the organisation's cyber security strategy, with robust controls, monitoring, and incident response plans.
- Ensure full compliance with data protection legislation, embedding a strong culture of cyber awareness across all teams.
- Ensure all systems — particularly the National Garden Gift Card scheme — meet high standards of security and resilience.
- Own and regularly test IT incident response and business continuity procedures.

6   Team leadership
- Lead and develop a high-performing IT team, supporting a collaborative, member focused culture.
- Provide clear direction to the IT Manager and support their development as a team leader.
- Promote accountability, innovation, and continuous learning across the IT function.
- Communicate effectively with internal and external stakeholders, particularly when issues may impact member experience.

Person specification

Experience

- Substantial experience in a senior IT leadership role within a small to medium-sized organisation
- Proven track record of leading and delivering complex, high-impact IT transformation projects from design to implementation
- Experienced in enhancing the reliability, integration, and simplicity of business-critical systems, especially CRM and finance platforms
- Strong background in data management, storage, and system integration
- Experience in developing and embedding IT policies, risk frameworks, and cyber security protocols
- Demonstrated ability to manage competing priorities and work through organisational and technical complexity
- Experience working in a membership, not-for-profit, or regulated environment *(desirable)*

Qualifications

- Degree in Information Technology, Computer Science, or a related discipline *(or equivalent experience)*
- Evidence of ongoing professional development and learning
- Certifications in IT service management, project management, or cyber security (e.g. ITIL, PRINCE2, CISSP) *(desirable)*

Skills & knowledge

- Strategic thinker with the ability to balance long-term planning with short-term delivery
- Strong technical knowledge of IT infrastructure, CRM systems, finance platforms, and system integration
- Solid understanding of data governance, GDPR, and cyber security best practices
- Effective project planning and delivery skills, including stakeholder engagement and risk management
- Confident in managing budgets and aligning investment with organisational priorities
- Clear, confident communicator - able to explain complex technical issues to non-technical audiences
- Skilled in managing third-party vendors, suppliers, and technical partnerships
- Experience leading and motivating cross-functional teams

Behavioural competencies

- Aligned with HTA values: Member-focused, Inclusive & Collaborative, Trusted & Innovative
- Determined and resilient — able to navigate setbacks and maintain momentum on challenging projects
- Brings strategic vision and is committed to driving meaningful, lasting improvements through technology
- Service-oriented, pragmatic, and solutions-focused
- Builds trust and credibility across all levels of the organisation
- Proactive, hands-on, and accountable