



Livingston James



care
inspectorate 

Position Profile

**Head of Digital Delivery &
Change**



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Thank you for your interest in joining the Care Inspectorate as our Head of Digital Delivery and Change.

At the Care Inspectorate, we are dedicated to ensuring that everyone in Scotland experiences care that is high-quality, rights-based, and tailored to their individual needs. As the independent scrutiny and improvement support body for social care and social work in Scotland, we have a vital role in protecting and enhancing the wellbeing of people who experience care.

We are embarking on an exciting and ambitious journey of digital transformation. With Stage 2 of our transformation programme underway, we are modernising our legacy systems, improving our processes, and enhancing the way we deliver scrutiny and support for improvement. This represents a significant investment in our future, and the Head of Digital Delivery and Change will play a pivotal role in continuing to bring this vision to life.

This is a fantastic opportunity to work alongside the Senior Business Transformation Owner to deliver a vital programme of work—ensuring the successful implementation of our new digital platform while driving meaningful change across the organisation. Joining us at a critical point in our journey, you will help seamlessly transition the work delivered in Stage 1 into Stage 2, supporting the team as we move through the thick of delivery. This role will be key to ensuring we not only deliver successfully but are set up to continue driving progress forward through a continuous improvement approach. By embedding user-led design, modern digital practices, and robust change management, you will enable teams to deliver our core purpose more effectively while ensuring the needs of those experiencing care remain at the heart of everything we do.

In this role, you will champion collaboration and innovation, working closely with colleagues across the organisation to deliver positive outcomes and lasting change. You will also engage with our external partners and stakeholders to ensure our digital solutions align with operational requirements, supporting the delivery of world-class care for communities across Scotland.

We are looking for an exceptional leader with a proven track record of driving organisational change and the vision and influence to deliver results. If you are passionate about digital transformation, excited to lead in an evolving environment, and ready to make a meaningful difference, we would be delighted to hear from you.

I look forward to welcoming the successful candidate to our team and supporting them as they help shape the future of the Care Inspectorate.



Gordon Mackie
Executive Director of Digital and Data



The Care Inspectorate is the independent scrutiny, assurance and improvement support body for social care and social work in Scotland. We provide public assurance about the quality of social care, social work and early learning services, promote innovation and drive continuous improvement.

Our vision is for world-class social care and social work in Scotland, where every person, in every community, experiences high-quality care and support, tailored to their rights, needs and wishes.

We inspect services, taking an intelligence-led, risk-based approach to scrutiny, assurance and quality improvement support. We support improvement where care is not good enough and take action when we find outcomes are poor. Our expert workforce provides scrutiny and support for improvement to services every day, with information, guidance and ideas for sustainable improvements that lead to high-quality care. We offer a wide range of resources to support services to improve. All care services in Scotland must be registered with us and we investigate complaints about registered care services, with powers to enforce change where needed.

We champion the high-quality care we find during the inspections we carry out each year. Increasingly, we work collaboratively with other organisations and the care sector to share good practice, support and spread improvement and innovation across Scotland.

Our work helps reduce health and social care inequalities across communities. We inspect every registered care service in Scotland and our inspection reports provide public information on the quality of care being provided by each of them. We also inspect the range of social care and social work services, and early learning and childcare services, being provided across community areas by local partnerships, reporting on performance and identifying improvements they need to make.

The evidence and intelligence we gather through our scrutiny and improvement support work shapes and influences local and national policy and practice. We are proud to have been involved in creating the national Health and Social Care Standards that help us ensure our work puts people and human rights at the heart of all that we do.

Our values drive all that we do. We always strive to practice and demonstrate these values daily and show compassion in everything that we do.

- Person-centred – we will put people* at the heart of everything we do
- Respectful – we will be respectful in all that we do
- Efficient – we will provide the best possible quality and public value for our work
- Fair - we will act fairly and consistently, be transparent and treat people equally
- Integrity – we will be impartial and act to improve care for all those in Scotland
- Equality – we will promote and advance equality, diversity and inclusion in all our work and interactions

*infants, children, young people, adults and older people



This is an exciting time to join the Care Inspectorate as it embarks on a significant transformation journey. The Head of Digital Delivery & Change role has been created as part of a strategic redesign of the Digital & Data Directorate, aimed at placing change and transformation at its core. The programme of digital transformation across the organisation is central to replacing legacy systems with digital offerings that will enhance the existing services which support operational colleagues. The Care Inspectorate is focused on working in partnership with teams and colleagues, across the organisation to support user needs, to ensure all systems and services work together to the benefit of all stakeholders. This will be delivered through blended agile and linear approaches to delivery.

In combining the disciplines of change management and transformation delivery, the organisation is ensuring that the approach is both innovative and grounded in solid foundations. This alignment will enable the Care Inspectorate to be a forward-thinking organisation that not only anticipates future demands but also strengthens the technological and operational base that underpins success.

The redesign reflects the commitment to continuing to drive impactful, sustainable change across the organisation, positioning digital delivery and transformation as key enablers of its strategic vision. This is a unique opportunity for a leader who is passionate about delivering excellence in change management and digital innovation, ensuring the Care Inspectorate is well-equipped to meet the challenges of the future, and creating a culture of continuous improvement.





Job Title:	Head of Digital Delivery & Change
Reports to:	Executive Director of Digital & Data
Location:	Flexible

NB: The Care Inspectorate embraces agile working and whilst our headquarters are in Dundee, the successful candidate could be based in any of the Care Inspectorate's offices across Scotland.

As Head of Digital Delivery & Change, you will be responsible for leading the shaping, planning and delivery of digital transformation across the Care Inspectorate, ensuring that the organisation's digital capabilities continue to develop and adapt in line with its strategic objectives and commitment to continuous improvement. In doing so, the post holder will be responsible for the Senior Delivery Project Manager, Test Lead and Senior Business Analyst.

The post holder will lead the organisation's digital transformation journey to support the Care Inspectorate to carry out scrutiny, assurance and quality improvement activities in a collaborative way, to support improvement in the quality of care in Scotland.

You will work with the Strategic Management Group and other senior leaders to provide visible leadership to combine excellence in all aspects of our work, support achievement of our cultural aspirations and ensure continued investment in our skilled and confident workforce, with a strategic focus on collaboration.

Key Responsibilities

Strategic Responsibilities:

- Collaborate with senior leadership to support the development and communication of the Care Inspectorate's strategic vision and plans. Ensure these strategies are effectively articulated to both internal and external stakeholders, fostering a shared understanding of organisational goals and priorities
- Drive a culture of collaboration by coordinating joint strategies and initiatives that enhance performance and meet the Care Inspectorate's strategic priorities. Facilitate workshops and meetings that encourage teamwork and collective problem solving to promote continuous improvement across the organisation
- As the strategic lead for digital delivery and change, develop and implement comprehensive strategies that support the Care Inspectorate's digital transformation journey. Champion digital initiatives both internally and with external service providers, ensuring alignment with organisational goals



Operational Responsibilities:

- Lead and direct specialist functions to ensure compliance with legislative requirements and alignment with the Care Inspectorate's objectives. Monitor and evaluate the effectiveness of these functions to ensure high-quality service delivery and adherence to best practices
- Support, develop, and coach direct reports through regular supervision, performance reviews, and personal development plans. Foster a culture of accountability and high performance by encouraging continuous professional development and offering training opportunities
- Promote the health, safety, and welfare of employees by ensuring adherence to health and safety policies and procedures. Create a safe working environment that follows Care Inspectorate and legislative standards, actively engaging staff in health and safety initiatives
- Establish and maintain robust performance management systems to monitor employee performance and ensure consistency in practice. Lead initiatives aimed at enhancing data processes and tools, utilising advanced analytics to identify trends and opportunities for improvement in service delivery

Relationship Management Responsibilities:

- Develop and nurture strong internal networks to facilitate effective cross functional collaboration within the Directorate and across the organisation. Act as a liaison between departments to ensure alignment and synergy in achieving organisational goals
- Build and maintain effective working relationships with a diverse range of external stakeholders, including government agencies, community organisations, and service users
- Engage in regular dialogue to gather feedback and improve service delivery, ensuring that stakeholder needs are met
- Proactively raise public awareness of the Care Inspectorate's work through outreach initiatives, public speaking engagements, and participation in community events. Ensure that the organisation's mission and achievements are well communicated to the public and relevant stakeholders
- Prepare and present detailed reports to internal governance groups, including the Strategic Management Group and the Board. Utilise data insights to inform discussions and guide strategic decision making, ensuring transparency and accountability in all operations
- Demonstrate a commitment to the Care Inspectorate's aims, vision and values and to the Care Inspectorate's overall objective of improving care in Scotland



Preferred Candidate Background

The successful applicant will have extensive experience in driving and managing digital transformation initiatives, ensuring the successful delivery of projects and process improvements and a proven track record of delivering measurable efficiencies and enhancements aligned with organisational goals.

They will also demonstrate strong skills in digital delivery transformation, utilising agile methodologies and effective operating models to achieve impactful results. Their ability to implement innovative solutions and streamline processes will reflect a commitment to fostering continuous improvement and delivering value across all initiatives.

To be successful in this role, you will have:

- Extensive experience in driving and managing digital transformation initiatives, ensuring successful delivery and process improvements
- Significant expertise in managing projects and programmes within transformation, with a proven track record of delivering efficiencies and enhancements
- Demonstrated proficiency in digital delivery transformation, utilising agile methodologies and effective operating models to achieve results
- Experience working with third-party partners to facilitate strategic transformational change within the delivery ecosystem
- Strong leadership skills with the ability to influence key internal and external stakeholders, driving digital change and motivating teams
- Relevant project management qualifications such as a certificate in AGILE Delivery Methodology, Six Sigma or PRINCE2
- Demonstrable strong knowledge of IT systems
- Strong stakeholder management skills and the ability to lead teams towards results
- Excellent communication skills (both written and oral) and a great listener
- Ability to work autonomously and apply judgment, discretion, and initiative
- Ability to work as part of a team, self-motivated with great interpersonal skills
- Tenacious, flexible, and resilient with the ability to work under pressure
- Ability to mentor and coach individuals on the benefits of continuous improvement and process management
- People-oriented with a drive and commitment to continuous people development
- Ability to set clear objectives and deadlines for stakeholders to deliver to and support them in delivering to those deadlines
- Ability to bring together the overall work of the team and budget responsibilities
- Ability to drive continuous improvement and manage business planning and performance processes



Salary:	£72,159
Pension:	Local Government Pension Scheme
Annual leave*:	32 days holiday + 6 fixed days

*Your leave entitlement will increase, up to a maximum of 30 days, to reflect continuous service with the Care Inspectorate or previous employment with the following employers:

- Local authorities
- National Health Service
- All employers listed on the redundancy payments (Continuity of Employment in Local Government, etc) (Modification) Order 1999 (as amended)
- Further and higher education sector
- Voluntary and private providers of the care sector

The Recruitment Process

- Interested candidates should provide a CV and cover letter, outlining interest and suitability, to rachelsim@livingstonjames.com
- First stage interviews will be conducted by Livingston James, our retained recruitment advisors
- Shortlisted professionals will be invited to interview with the Care Inspectorate. Further detail will be provided on this stage throughout the process
- All third-party applications, enquiries and direct approaches to the Care Inspectorate will be referred to Livingston James

