Delivering for Excellence
Digital Capability Manager – Grade 4

The Scottish Parliament is a values-led organisation which means our values (Stewardship, Excellence, Inclusiveness, and Respect) are at the centre of everything we do. These values are embedded in this role.

Stewardship

Focusing on the longer term to ensure we are leaving things better than we found them and putting our shared interests ahead of any individual or team.

Your main responsibilities will involve:
- Developing and implementing a strategy to improve digital capability across the organisation
- Guiding initiatives to develop our organisational digital capability maturity
- Growing the confidence and digital curiosity of MSPs, their staff and Scottish Parliamentary staff to a point where they are ambitious about the benefits that technology can provide

And in delivering these you will have:

- Experience in identifying and addressing gaps in technical knowledge in a corporate environment either from a formal training background or from involvement in embedding change as part of a project
- A good knowledge of Microsoft 365 standard office applications and the ability to analyse and understand business processes in a corporate environment, recognising where improvements can be made
- The confidence and interpersonal skills to build relationships with stakeholders at all levels, and the ability to persuade and support colleagues and MSPs to adopt different ways of working.

Excellence

Taking care to enhance our reputation in everything we do. Using our skills and resources efficiently and effectively to deliver high-quality sustainable results.

Your main responsibilities will involve:

- Combining your knowledge of how the business areas work and your expertise in digital tools to ensure that all users are getting the most out of technology
- Ensuring that new technologies introduced by projects or initiatives are adopted successfully across the organisation
- Providing technical support to external witnesses, MSPs and Government Ministers in order that they can participate in Committees meetings and Chamber sessions over the video conferencing platforms.

And in delivering these you will have:

- Experience of facilitating workshops and/or training courses and engaging with others through ways such as floorwalking
- Managed training work packages within projects, which may include running training courses, preparation of supporting documentation and engaging 3rd party contractors
- Demonstrated a clear communication style which allows you to provide technical advice to senior, non-technical stakeholders in plain English avoiding the use of jargon

Respect

Appreciating difference, building cohesive teams and fostering the values and experiences of diversity.

Your main responsibilities will involve:

- Leading managing and developing the technical support team that ensures MSPs and external witnesses are able to participate in Committee and Chamber meetings over video conferencing platforms
- Supporting business colleagues to build a compelling case for change including problem/opportunity identification, analysis, options appraisal, and business case development
- Supporting staff and MSPs with different abilities and who may need additional support or different technology. Recognising where technology can assist with a diverse workforce.

And in delivering these you will have:

- A constructive and collaborative approach leading and inspiring others through sharing best practice and providing and acting on feedback
- A good working knowledge of business analysis techniques, while respecting individual differences and valuing the ideas and contribution that everyone can make.
- A willingness to learn from individuals with experience in assistive technologies, and a flexible approach around preparation of bespoke training to address specific needs.

Inclusiveness

Understanding the big picture and seeking out alternative perspectives. Every colleague feels they can make a valued contribution and deliver their best work.

Your main responsibilities will involve:

- Building effective and supportive working relationships within the office and across the organisation, by contributing constructively in discussions and listening and reflecting on the views of others
- Identifying applications for technology, or areas where existing digital tools could add value to a business process and sharing this knowledge across different offices or party boundaries
- Presenting ideas for alternative technologies to senior stakeholders

And in delivering these you will have:

- Highly developed inter-personal skills with the ability to proactively share your own experience, listening to others, and sharing perspectives and solutions
- The ability to explain or pass on complex or detailed information precisely and clearly to a diverse range of people, at different levels, demands and requirements
- Excellent communication skills with the ability to liaise with senior stakeholders and colleagues at all levels within the organisation