Director of Digital and Business Transformation

gateway
qualifications

learning your way

A message from our Chief Executive Officer

Welcome to Gateway Qualifications

Our vision is 'to be the awarding organisation of choice, supporting learners and apprentices through their gateway to success'.

We do this by creating the highest quality products and services that are accessible to all learners and apprentices and that meet the needs of all types of providers.

Our expert teams have been supporting providers and supporting learner success for more than 30 years. Over that time, we have constantly evolved to remain responsive to our customer requirements and the changing demands of the learning and skills sector.

Our own success is supported by our genuine desire to provide the best service possible, through sharing our expert knowledge and sector experience, and by building strong working relationships with centres and partners.

If you work hard to be the best in your field and thrive on working as part of a team, we would like to hear from you.

It is only through our people we can continue our success story. We look forward to meeting you.

Fabienne Bailey
CEO

About Gateway Qualifications

At Gateway Qualifications our focus is on creating the highest levels of in-demand qualifications which are accessible to everyone enabling all learners to thrive. To do that, we want people working with us who represent and reflect the diversity of everyone in the UK. As an equal opportunity employer, we therefore encourage applications from people of all backgrounds and are committed to employment practices that promote diversity and inclusion.

As an Awarding Organisation we offer a wide range of Regulated qualifications, Apprenticeships and Access to HE Diplomas and can develop new qualifications and quality assure in-house training.

By joining Gateway Qualifications, you'll become part of an award-winning team dedicated to making a meaningful difference in the lives of learners. Our commitment to excellence has been recognised across multiple categories at the Federation of Awarding Bodies (FAB) Awards, including accolades for our qualifications, learner support, innovation, and collaborative partnerships.

We're proud of the impact we make, and we're excited to welcome others who share our passion for quality, integrity, and learner success.

How To Apply

If you are interested in this role, apply through our careers page, by clicking on the 'Apply Now' button at the bottom of the page. **Please ensure you attach your CV and a Covering Letter explaining why you are suitable for the role.**

The closing date for applications will be midday on Wednesday 22 April 2026.

We reserve the right to close this vacancy early if we receive sufficient applications for the role. We may also consider applications as they arrive and may start interviewing prior to the closing date. **If you are interested, we encourage you to submit your application early.**

Shortlisted candidates for interview will be required to complete an online digital literacy skills assessment and/or a role-related task as part of the selection process.

Interviews will be held online to ensure accessibility and flexibility for all candidates.

- **First stage remote interviews are scheduled to take place on 5 and 8 May 2026.**
- **In-Person Second stage interviews are scheduled to take place in Colchester, Essex on 20 and 21 May 2026.**

Please note that you must have proof that you have the right to work and live in the UK.

We're committed to building a diverse and inclusive team. If you meet most of the criteria, we encourage you to apply, even if your experience doesn't match every requirement. We believe diversity strengthens our organisation and we welcome applications from people of all backgrounds, including those who bring different perspectives, identities, life experiences, or ways of thinking.

Job Details

Job Title	Director of Digital and Business Transformation
Reports to	Chief Executive Officer
Division/Department	Digital and Transformation
Employment Status	Permanent
Working Hours	Full time, 35 hours per week. Hours to be agreed with manager and may be subject to change to respond to customer needs.
Responsible For	Head of IT Head of Transformation
Location	This is a fully remote, work-from-home role, giving you the flexibility to work from anywhere in the UK. With travel to meetings and events nationally as needed.
Salary Range	Circa £80,000 per annum (depending on experience)

Job Purpose

The Director of Digital and Business Transformation provides organisational leadership for digital strategy, data capability, and enterprise-wide transformation. As the senior strategic owner of digital, data and business transformation, the Director defines long-term direction, ensures alignment with organisational goals, and drives a portfolio of change that delivers measurable business outcomes.

The role leads major programmes across digital innovation, technology modernisation, process redesign, and culture change, ensuring the organisation adopts a digital-first, user-centred approach. With executive accountability for technology, digital infrastructure and strategic transformation, the Director provides strategic oversight to the Head of IT and Head of Transformation, who supply operational and technical expertise within their respective functions.

The Director shapes principles, standards and frameworks for effective change management, provides strategic oversight for major system procurement and data governance (including acting as Data Protection Officer), and ensures transformation is embedded sustainably, improving organisational capability and decision-making through enhanced use of data, analytics, and automation.

Acting as a catalyst for strategic change, the Director identifies opportunities to advance the organisation's ambitions, enhances internal and external user experience, and works collaboratively with the Leadership Team to ensure digital and transformation agendas remain central to future organisational success.

Responsibilities and Accountabilities

1. **Strategic Leadership**

   - Develop and own the organisation's digital, data, IT and transformation strategies and operating models.
   - Advise the CEO and Board on digital opportunities, risks, and organisational maturity.
   - Champion a digital-first, user-centred culture.
   - Lead governance, prioritisation and investment decision-making for digital and business transformation activity.
   - Represent digital and business transformation priorities at Senior Leadership Team level and ensure the Board remains informed.

2. **Stakeholder Engagement & Influence**

   - Build strong relationships with senior leaders, partners, centres, and vendors.
   - Identify opportunities where digital, AI, automation and our products and services will deliver the greatest impact.
   - Influence decision-making and secure buy-in for major transformation initiatives.
   - Promote cross-functional collaboration and remove barriers to change.
   - Represent the organisation externally with key stakeholders and partners.

3. **Transformation Strategy, Portfolio & Programme Delivery**

   - Set transformation strategies, standards, and delivery frameworks.
   - Provide strategic oversight for portfolio, programme and project prioritisation and benefits management.
   - Provide leadership to the PMO and act as SRO for major initiatives.
   - Set expectations and governance for programme delivery best practice (agile, lean, service design).
   - Provide executive sponsorship and strategic oversight of complex, organisation-wide change and ensure alignment with strategic and regulatory requirements.
   - Review and approve evidence-based business cases, options appraisals, and horizon scanning.
   - Provide independent assurance on change delivery, ensuring risks, dependencies, and benefits are tracked and governed effectively.

4. **Technology, Cyber & Innovation Leadership**

   - Provide strategic oversight of IT, digital infrastructure, and enterprise systems.
   - Own cyber and information security strategies, ensuring resilience and compliance.
   - Lead procurement, strategic vendor relationships, and major system investment decisions.
   - Identify and introduce emerging technologies that enhance service delivery and organisational capability.
   - Set organisation-wide standards for digital experience, systems integration, and architecture.

5. **Data Protection, Governance & Insights**

   - Serve as the organisation's Data Protection Officer.
   - Own data governance frameworks, policies, and compliance.
   - Strengthen organisational data maturity and reporting.

- Promote insight-led decision-making and user-centred design.
- Set the vision and direction for analytics capability, with delivery led by relevant Heads of Department.
- Oversee DPIA processes, ensuring compliance with ICO guidance and regulatory requirements.

6. **Operational Excellence & Continuous Improvement**

- Provide strategic accountability by ensuring appropriate systems, information and processes governance exists for IT and Transformation/PMO teams.
- Modernise and streamline business processes to improve user experience.
- Champion service excellence and continuous improvement.
- Provide executive accountability and escalation for operational IT provision, with operational management delegated to the Head of IT.
- Own digital investment planning and ensure robust financial governance for technology and transformation spend.

7. **People Leadership, Culture & Capability**

- Build high-performing, collaborative teams and foster talent across the organisation.
- Drive digital literacy, capability-building and change readiness across the organisation.
- Provide coaching, training, and structured change-management support.
- Act as the final point of escalation for major risks impacting organisational priorities.

8. **Line Management**

- Provide line management to direct reports, including providing guidance and support through effective communication, professional development, and performance evaluations.
- Managing task delegation fairly in line with company polices to foster a productive work environment, ensuring team alignment with company goals and values.

9. **Representing the Organisation**

- Championing the department, products, and services, representing the company at internal and external meetings, events, and conferences to strengthen existing credibility and reputation through effective relationships with stakeholders.

General Statement

All staff are expected to create an environment of service excellence by engaging and thinking from the customers perspective and being highly motivated to deliver outstanding customer service.

All staff are expected to be aware of and comply with the policies, processes, and procedures of the organisation.

You may be asked to undertake any other duties commensurate with the nature and level of the post.

The duties and responsibilities outlined in this job description are liable to change to meet the needs of the business. The Chief Executive Officer will discuss and agree any significant changes that arise.

All managers must ensure that staff are treated consistently, equally, and fairly in the management of their performance. You will motivate, inspire outstanding performance and deal appropriately with performance that needs to be improved.

Person Specification

Qualifications

- Level 6 (or higher) qualification in IT, digital leadership, business transformation, organisational change, data management, or related discipline, or equivalent experience.

Strategic Leadership

- Extensive senior leadership experience shaping and delivering digital strategy, enterprise-wide transformation, and organisational change with demonstrable, measurable outcomes.
- Proven ability to influence, advise and engage Executive Teams and Boards, presenting complex information with clarity and supporting informed strategic decision-making.
- Strong leadership, communication, and stakeholder-management capabilities, with the ability to drive collaboration across diverse teams, functions, and professional disciplines.

Transformation & Governance

- Strong understanding of programme and portfolio governance, including benefits realisation, prioritisation, risk management, and dependency oversight.
- Demonstrated ability to lead digital culture change and build organisational capability, enabling adoption of new technologies, processes, and ways of working.
- A successful track record delivering complex, multi-year, technology-enabled transformation programmes at scale.

Digital, Data & Technology

- Experience providing strategic direction across digital, IT and PMO functions, with technical delivery and day-to-day operations delegated to specialist leads.
- Knowledge of data governance, information management, regulatory compliance, and assurance frameworks, including duties aligned to Data Protection Officer responsibilities.
- Understanding of cyber and data risk at a governance and assurance level, with operational implementation overseen by appropriate subject matter experts.
- Knowledge of digital service design, organisational resilience, and modern enterprise technology practices.

Commercial & Partnership Skills

- Strong commercial acumen with experience overseeing major digital investments, supplier partnerships, and vendor performance to ensure value for money.

Personal Qualities

- Demonstrates alignment with organisational values of Partnership, Integrity, Originality and Quality.
- Emotionally intelligent, empathetic, and skilled at building trusted and productive relationships.
- Committed to excellent customer and user experience in all aspects of service design and delivery.
- Strong understanding of Equity, Diversity and Inclusion (EDI) and the ability to embed inclusive practices in transformation activity.
- Self-motivated, accountable, and able to work independently while maintaining strong collaborative behaviours.
- Committed to maintaining ongoing continuous professional development (CPD).

Our Company Values

We believe in involving our staff in all aspects of the business. We asked them to choose our values and behaviours so that it means something. We expect everyone to demonstrate these in their everyday work when representing Gateway Qualifications. All staff and Wider Workforce are expected to conduct their work in line with the organisation's values.

Partnership
Working together
Supporting teamwork across the organisation
Communicating, listening, supporting, and collaborating

Integrity
Behaving ethically, with openness and honesty
Trusting and respecting each other
Taking ownership of our performance

Originality
Embracing change
Thinking creatively and innovating
Encouraging positive risk taking

Quality
Striving to do things right every time.
Taking pride in what we do
Continuously improving

Working at Gateway Qualifications

We are both a business and a charity, united by a mission to support our centres and empower education across the UK.

Our leadership team and Board of Trustees is deeply committed to our educational and charitable goals, ensuring everything we do is driven by purpose and impact.

We take pride in our customer-focused approach, collaborating with schools, colleges, charities, and learning providers nationwide to deliver meaningful outcomes.

Our team is made up of 70+ core staff, supported by a wider network of consultants and associates (our wider workforce), bringing our total workforce to around 200 dedicated professionals.

Our Benefits

Salary: We all like to feel we are fairly rewarded for our hard work. At Gateway Qualifications equality and fairness are a core part of our HR strategy. We have an open and transparent pay scale model that rewards staff through a 6 point pay scale.

You will be able to progress through the scales based on achieving your objectives and contributing to a successful organisation. The scales are regularly benchmarked, and we believe we pay competitive salaries. We are happy to talk through any queries about the pay as we like to attract the best candidates.

Pension: We offer a fantastic pension scheme. You can pay into the University Superannuation Scheme which is a defined benefit scheme where your pension will be based on your career average salary. Feel free to ask more about this later in the recruitment process.

Annual Bonus: We like to share our success with our staff. If the business is thriving and we achieve our targets, then the Board has the discretion to award all employees with a lump sum bonus. The amount changes from year to year but it means everyone benefits in our team success.

Homeworker Allowance: All employees that work remotely receive a monthly Home Worker Allowance as a contribution towards the costs of utilities.

Working Hours: Our full-time working week is 35 hours. This is a great benefit, but we do sometimes ask for flexibility. This may mean working more hours when we need it and then taking a bit of time off another day with your manager's agreement. We don't do clock watching or filling out timesheets. We trust our staff to do the right thing.

Flexible Working: Our core office opening hours are 8.30am to 5.30pm and we have flexible start and finish times within these hours depending on your job role. We understand that things can change, or you may have the occasional appointment during work hours, and we are happy to accommodate this with your manager's approval.

Holidays: We offer a generous holiday entitlement of 30 days leave plus Bank Holidays. We also close between Christmas and New Year. If you work part-time this is pro-rata.

Supporting You: You'll have regular monthly one-to-one meetings with your manager and quarterly reviews where objectives will be set.

Continuing Professional Development (CPD): We encourage all staff to continue to learn and grow in their careers and we also encourage personal development. All staff are given individual LinkedIn Learning licences, which provides access to thousands of general and specialised learning opportunities.

Communication and Get Togethers: We know how important it is to keep everyone up to date with what's happening across the organisation and sector, while working

remotely. Therefore, we have weekly Thursday Training for all staff where key priorities and learnings are shared and monthly Newsletters for general news and updates.

Working from home can sometimes feel a little removed, so we also manage to squeeze in regular virtual team socials, and we also get together for staff days out. As well as learning new skills these days out of the office are great fun. Previous staff days have included treasure quests, getting creative with power tools, and feeding giraffes and elephants!

Technology & Equipment: We provide all our staff with the necessary technology and equipment for their job role. Staff are required to ensure their home working environment is suitable with an appropriate desk and chair, a reliable, high speed internet connection, and a quiet place to work.

Sick Pay: Although we hope you don't need to use it, it is reassuring to know that if you need to be off work due to a major illness then we are able to support you with a generous sick pay scheme. The benefit increases with service up to 6 months' full pay and 6 months' half pay.

Wellbeing Benefits: We have partnered with some amazing health providers, to ensure that our staff (on completion of probation) have access to 24/7 wellbeing benefits. These include an Employee Assistance Programme (EAP) and Health Cash Plan.

Accreditations