



British Heart Foundation

# Candidate pack

Role: Director of Technology Operations



British Heart  
Foundation



# Contents

Welcome letter from Alex Duncan . . . . .	03
About British Heart Foundation . . . . .	04
Making our work matter more, to more people . . . . .	05
Big breakthroughs. . . . .	06
CureHeart. . . . .	07
Sustainable progress . . . . .	08
The changes we want to see in our world by 2030 . . . . .	09
Our values. . . . .	15
Equality, diversity & inclusion . . . . .	16
Our benefits . . . . .	17
Job description . . . . .	18
How to apply. . . . .	22



# Appointment of Director of Technology Operations

Dear Candidate,

Thank you for your interest in our role of Director of Technology Operations at British Heart Foundation (BHF).

It is my privilege to lead the Technology Directorate for the UK's largest charity retailer.

British Heart Foundation is strong, highly effective and well respected nationally and internationally. Our research, funded solely by the generosity of our supporters, has led to radical improvements in heart transplants for children, in the use of revolutionary artificial intelligence techniques to diagnose those at risk of heart attacks, and driven progress in our ambition to find a cure for heart failure.

The Technology directorate is tasked with driving an ambitious and transformational technological vision, strategy and culture to support BHF corporate strategy. Encompassing technological development across the entirety of the organisation, the department is responsible for all technical aspects and technological resources to support BHF's overall mission.

As our Director of Technology Operations you'll provide effective leadership and management to the Technology Operations function and will be a key contributor to the overall Technology strategy while being ultimately accountable for the overall technology operational services for the BHF (all 8 offices across the UK, c. 740 shops and stores and c. 4,000 staff).

We want an exceptional colleague who exemplifies and champions our values; brave, informed, compassionate and driven. It's an incredibly exciting time to be part of our team. We are more ambitious and determined than ever – because the cures and treatments we need are in sight. You could be part of getting us there sooner, so thank you for your interest.

BHF is also proud that we are working towards being a truly diverse organisation, with an Equality, Diversity and Inclusion (EDI) strategy, Igniting Change, which sets out a roadmap of the changes we want to see by 2025. Our growing commitment to equality and diversity spans across our organisation and we pride ourselves in being an inclusive employer who puts diversity at the heart of everything that we do.

So, if you feel you have the skills and experience that we are looking for, and you share our determination to help fund lifesaving research, then we would be delighted to hear from you.

Alex Duncan

Chief Technology Officer





"CPR and heart surgery saved my life when I was six. Research made that happen." Jady

# About British Heart Foundation

Scientific progress has gone into orbit with researchers from across the world joining forces since the pandemic. Thanks to an astronomical team effort, we have streamlined our activities, innovated new ways to meet our objectives and funded even more lifesaving breakthroughs for people affected by heart and circulatory diseases.

We raise money to fund research that helps to save and improve lives, and to support people affected by heart and circulatory diseases. These diseases can affect anyone. By funding research that can find breakthroughs, we hope to realise our vision of a world free from the fear of heart and circulatory diseases.

For over 60 years we've been a leading independent funder of research into heart and circulatory diseases. We are the UK's largest charity retailer with around 700 stores, an employee base of over 4,000, supported by a further 18,000 volunteers.

Our lifesaving work is primarily advanced through long-term investment in medical research. We have over £410 million of BHF-funded research underway, with an aspiration to invest £1 billion in research over the next ten years.

We've bounced back following the pandemic with our net income increasing by 148% in one year, from £57.2 million in 2020/21 to £142.1 million in 2021/22.

The pioneering research we fund has helped to transform the lives of people living with heart and circulatory conditions. The landscape of heart and circulatory diseases is changing.

More people now survive a heart attack or stroke than ever before in the UK, and that combined with an ageing population means more people are now living with a heart or circulatory disease. We will continue to fund lifesaving research, vital prevention and survival activity, ensuring quality care and support for those affected by heart and circulatory diseases.



# Making our work matter more to more people

We've celebrated the immense progress we've made since 1961, including helping to halve the number of people dying from heart and circulatory diseases in the UK each year.

Our ambitions are clear. We want to see a world free from the fear of heart and circulatory diseases. Our strategy to 2030 is a commitment to achieve this vision, as well as a blueprint for achieving these goals. We are focused on:

- Funding research to help save and improve lives
- Working with patients and the public for better health and care
- Growing support and income
- Striving for excellence

BHF and the research we fund is on the frontline of creating a world free from the fear of heart and circulatory diseases. Covid-19 has shone a light on the power of science to save lives, and that's why we 'rebooted' our brand in December 2021. We need to present ourselves in a more single minded way that clearly demonstrates who we are and what we do. In doing so, making BHF matter more, to more people inspiring more people to donate time, money or stock to fund lifesaving research.

Our marketing and communications are focusing on the awe-inspiring research that we fund, because these stories demonstrate the power of science to find new cures at the frontier of our knowledge. As part of our This is Science campaign to accompany our brand re-boot, we celebrate the people who are alive today because of medical advances uncovered by BHF-funded research. This includes people who have benefited from 3D-printed hearts being used to guide surgery, research uncovering the genetic causes of inherited heart conditions, and harnessing artificial intelligence (AI) to help predict heart attacks. BHF, quite literally, through its funded research helps turn science fiction into reality.

We want better ways to identify people at risk and help people avoid disease

**7,600,000**

Around 7.6 million people are living with heart and circulatory diseases in the UK today – that's double the number of people living with cancer and Alzheimer's disease combined.





# Big breakthroughs

Today, more than 7 out of 10 people survive a heart attack in the UK. Heart transplants, pacemakers, clot-busting medication and statins are just a few examples of the countless advances propelled by BHF-funded medical research.

British Heart Foundation funds over half of all non-commercial research into heart and circulatory diseases carried out in the UK.

**But we've still got so much to do.**

Research into heart and circulatory diseases is underfunded compared to many other conditions.

Millions of people across the UK are living with the daily burden of heart and circulatory diseases – diseases that cause a quarter of all UK deaths.

We need to close the gap in funding. We need to recover our income. We need to do more for the millions of people living with life-limiting conditions.

Our challenges are only matched by our ambition. We know, with your support, we will power the science that saves lives.





# CureHeart

The winner of British Heart Foundation's inaugural Big Beat Challenge, CureHeart, is a multinational initiative aimed at curing inherited heart muscle diseases

The Big Beat Challenge is our global competition for a £30m research grant. It is designed to fund a programme that aims to solve a pressing problem in research into heart and circulatory diseases and bring transformational benefits to patients.

Through a rigorous selection process led by an International Advisory Panel, CureHeart was selected as the winner from among 75 initial applications. The CureHeart programme aims to develop the first cures for inherited heart muscle diseases, which are the leading cause of heart failure and sudden cardiac death in young people and among the most common reasons for heart transplantation worldwide.

CureHeart is led by Professor Hugh Watkins (University of Oxford) and co-led by Professor Christine Seidman (Harvard Medical School). Who are world leaders in the genetics, mechanisms and clinical management of inherited heart muscle diseases, which can devastate families across multiple generations.

The team includes other world-leading researchers from the UK, USA and Singapore, who bring expertise in complementary fields such as gene editing, gene therapy vectors, nucleic acid therapies and muscle cell biology.

CureHeart aims to apply cutting edge gene editing technologies to correct gene defects that cause inherited heart muscle diseases and thus cure and ultimately prevent those diseases.

CureHeart was selected in recognition of the boldness of its ambition, the scale of its potential benefit for patients with inherited heart muscle diseases and their families, and the excellence of the international team of participating researchers. The programme aims to start early clinical testing of their leading treatments within five years.



lections  
of res

ne's entry H  
els embedd  
a crucial r  
nutrients  
art under



# Sustainable Progress

For an organisation founded on an optimistic view of the future, it's critical that we protect the present and safeguard the planet.

## Protecting tomorrow's world

Our Sustainability Programme challenges us to minimise waste, reduce emissions, and prevent pollution, while also considering how our supply chains impact people and communities.

This year we launched a Green Champion network to identify future environmental projects and energy savings, increase understanding of sustainability initiatives, and carry out pilots to drive innovation.

This has been the first fully operational year since the programme launched, with real progress made in all target areas.

Recent successes include:

- Delivering recycling bins to 99% of BHF shops and offices for cardboard, paper, plastic bottles, and cans.

- Improving our database tracking where items go for re-use and recycling.
- Phasing out single use plastic where we can. Only 1.4 million plastic bags were issued this year, down from 6.2m in 2019–20.
- Reducing staff travel to 1.6m miles, down 46% from 2.9m miles in 2019–20.
- Encouraging more sustainable travel, and signing a new contract for company cars, with a focus on electric and hybrid vehicles.
- Re-using and recycling through our shops has saved over 57,000 tonnes going to waste, enabling 130,000 tonnes of avoided greenhouse gas emissions.





# The changes we want to see in our world by 2030

Our vision is a world free from the fear of heart and circulatory diseases. It's a bold ambition, and we cannot achieve it alone.

By 2030 we want the world to look different. We want to prevent heart and circulatory conditions from developing, and we want those with existing conditions to have better, longer lives.

## Better survival and recovery from heart diseases

- We want cures for inherited heart conditions to end sudden death.
- We want every child born with a heart condition to lead a long and healthy life.
- We want to stop heart attacks before they strike, helping thousands more people to survive.
- We want to cure heart failure.
- We want to prevent people having heart rhythm problems.
- We want to significantly improve survival rates from out-of-hospital cardiac arrests.

## New and better treatments for circulatory diseases

- We want to halve the number of people dying from or being disabled by a stroke.
- We want to find ways to prevent and treat vascular dementia.

## Better prevention and management of risk factors

- We want better ways to identify people at risk and help them avoid heart and circulatory diseases.
- We want everyone to breathe clean air and to live in a smokefree UK.
- We want a world in which the healthy choice is the easy choice.
- We want everyone to know how to reduce their risk of developing heart and circulatory diseases.

## Longer, better lives for everyone

- We want everyone's heart and circulatory disease treatment to be personal to them.
- We want everyone to have access to the best available heart and circulatory disease treatment and care.
- We want everyone affected by heart and circulatory disease to get the physical, psychological and social support they need.





We work with patients and the public for better health and care



We fund research to save and improve lives



We grow support and income



We strive for excellence

# Our strategy to 2030

Our vision is a world free from the fear of heart and circulatory diseases.



# Out of this world research

We've welcomed many scientific breakthroughs that showcase the limitless potential of our funded research, from a technique that's doubling the number of children able to receive a heart transplant, to the discovery of a new drug that could improve recovery from a heart attack.

Together, we are making the impossible possible, and if the last year is anything to go by – the sky is the limit.

From artificial intelligence (AI) technology that can predict heart attacks to a potential new drug for vascular dementia, we have continued to advance our understanding of heart and circulatory conditions.

To bring about the changes we want to see, we're going to focus on...

- Growing and diversifying the research community.
- Working with others to develop and deliver a strategic research agenda.
- Investing in world class research across the spectrum of heart and circulatory diseases.
- Strengthening the implementation of research outcomes for patient benefit.
- Communicating the impact of the research we fund to inspire more support.

**We want**  
more people to  
survive a heart  
attack

**5**

Every five minutes someone  
is admitted to a UK hospital  
due to a heart attack





# Protecting our stellar support services

The pandemic has been tough for everyone, including many of those affected by heart and circulatory conditions. Since 2020, millions of visitors have turned to our coronavirus hub for support and our helpline, which remains a lifeline for thousands of patients and their loved ones.

Due to the pandemic's devastating impact on the NHS, many people still face unprecedented delays in diagnosis, treatment and care across the UK's four nations. The situation is stark, but we will not stop until people get the support they need.

To bring about the changes we want to see, we're going to focus on...

- Engaging more people with our patient information and support services.
- Tackling the major risks to heart health of high blood pressure, obesity and health workforce constraints through partnerships and influencing activities.
- Increasing the scale and diversity of patient and public involvement and meeting the needs of everyone affected by heart and circulatory diseases.
- Aligning all our community resuscitation activities to improve survival rates from out-of-hospital cardiac arrest.

## We want

everyone to know their numbers

# 5

As many as 5 million people are living with undiagnosed high blood pressure in the UK





# Recovery and resilience

Thanks to the phenomenal efforts of our staff, volunteers, and our supporters – our financial position is positive. As we focus on the future and our epic goals, it's time to accelerate fundraising in a bid to save even more lives.

We believe the combination of extraordinary value, choice, and sustainability our shops and online channels provides, allied to the mission of BHF, makes us increasingly relevant and resilient. We are committed to our future as part of local communities across the UK.

To support our recovery we will...

- Transform the public's perception of BHF to increase their consideration to support our work.
- Significantly enhance the quality of customer experience across the whole of our customer base.
- Strengthen our engagement and relationships with philanthropists and corporate partners.
- Adapt our retail offering by growing our online presence.
- Evolve our retail volunteer offer to meet the needs of future volunteers.

**We want**  
to tackle vascular  
dementia

**13,000**

Vascular dementia causes more than 13,000 deaths each year in the UK. People with a family history of coronary heart disease are significantly more likely to develop vascular dementia



# Adapting to our new world

Now that we find ourselves in post-pandemic recovery mode, it's time to look at how we embrace our new world.

The disruption caused by the pandemic was immensely stressful and challenging to navigate, but the pandemic showed us alternative ways to work. We've explored new ways to adapt, and tirelessly planning our return to routine.

We've launched a new programme called FlexiblyConnected, to help us give our colleagues new freedom to live and work sustainably. We're eager to support our colleagues at work and at home, while giving everyone the tools and skills they need to deliver our strategy and realise our mission.

With such a diverse workforce working in such varied roles and environments, being FlexiblyConnected is about balancing opportunities with challenges and understanding the breadth of perspectives, priorities and needs that we must address.

To support our colleagues further we will focus on...

- Improving equality, diversity and inclusion across BHF's work to accelerate change for researchers, patients, the public and colleagues.
- Continuously learn from hybrid working to keep colleagues highly motivated and effective.
- Power up the BHF's leadership, team management and performance capability.
- Strengthen our culture of cost management, lean principles and continuous improvement.

## We want

every child born with a heart condition to lead a long and healthy life



# 13

Every day, around 13 babies are diagnosed with a heart condition in the UK



# These are our values

Our values express who we are and what we stand for. They are the spirit and culture of our organisation. Because through the way we work together, knowing what to expect of each other, of our leaders and of ourselves,

we're able to live our values. We are fearless in our approach. Together, we can fund lifesaving research to create a world free from the fear of heart and circulatory diseases.



## We're brave

We speak out. We're decisive. We're innovative



## We're compassionate

We're open and honest. We respect others.  
We promote our cause



## We're informed

We work together. We're clear.  
We're curious



## We're driven

We're focused. We're determined.  
We keep learning



Team BHF attending London Pride 2023

# Equality, diversity & inclusion

Our push for equality, diversity and inclusion takes many forms, including how we manage our organisation, and how our research funding helps to tackle health inequality.

Reducing heart and circulatory disease health inequalities is an important part of our strategy to 2030. The ongoing work of Kaleidoscope, our diversity and inclusion group, as well as our Research Inequalities and Health Inequalities Working Groups, demonstrate a similar commitment to improving equity, diversity and inclusion for our staff and volunteers. Discussion around how far BHF could bring together all the different aspects of our diversity work, patients, research, our people; into one clear EDI strategy is underway.

Our Kaleidoscope group is made up of representatives from across the organisation. Our activities encompass accessibility to work for people with caring responsibilities, working parents, those with disabilities, different age groups, ethnic minorities, LGBTQ+ and many more strands of diversity.

We have a number of 'affinity groups' within the organisation. These include working parents as well as religions, and racial and ethnic groups and are spaces for colleagues from underrepresented groups to feel connected, included and heard.

Whilst working for BHF, you will be actively encouraged to bring your true self to work. You'll find a culture where colleagues are inquisitive about diversity and keen to get involved in all activities that make individuality part of what we do every single day.

We want to fund lifesaving research for everyone. We can help to achieve this by welcoming colleagues from all backgrounds to come and be part of our BHF family.







# Our benefits

## We all achieve more together when we're happy and healthy

As a world class organisation, we offer competitive salaries and an attractive package of benefits, designed to support the health and wellbeing of everyone who works here.

But more than that, we provide opportunities that are completely unique to British Heart Foundation, such as going behind the scenes of cutting edge research, meeting scientists who are paving the way for future cures, and hearing from people who have directly benefited from the research we fund.

We've been recognised by the Chartered Institute of Personnel and Development (CIPD) for our Live Well. Work Well. programme and we're passionate about creating a mentally healthy workplace for everyone. From mindfulness sessions to team sports, we know there's more to work than targets.

Because we all achieve more together when we're happy and healthy.

Our generous benefits include:



### Annual leave

Your work-life balance is important to us and our annual leave allowance of 30 days plus bank holidays is among the best in the sector.



### Healthcare

We offer employees private healthcare, dental health cover and a contribution towards your gym membership.



### Live well. Work well.

Heart health is central to our mission, and that starts with you. We provide a programme of activities, opportunities and guidance to inspire and support you to live a healthy and happy life, at home and at work.



### Pension

It's essential to save for your retirement. Everyone is eligible to join our group pension plan after three months up to a maximum employer contribution of 10%.



# Job specification

## Job description

Job title	Director of Technology Operations		
Directorate	Technology		
Team	Technology Operations		
Reporting to	Chief Technology Officer	No. of direct reports	6
Agility contract type	Blended		
Location	Dual location – London office (NW1 7AW) and home based		
Budgetary responsibility	TBC		
Job level (HR use only)	2	Date	March 2023

### Role summary

The Director of Technology Operations will provide inspirational and effective leadership and management to Technology Operations. They will be a key contributor to our forward-thinking Technology strategy, while being ultimately accountable for the overall technology operational services for the BHF, across all 8 offices across the UK, c. 740 shops and stores and c. 4,000 staff.

This role will focus on instilling best practices, so that services are aligned with and exceeding business expectations. The role will have extensive budgetary control and accountability for the area, ensuring the delivery of services within an agreed budget, with particular focus on enhancing supplier and partner relationships and achieving value for money for us as a charity. Continuous improvement is at the heart of the role, underpinned by looking ahead at new and innovative ways of delivering the Technology Service Portfolio.

This is an exciting strategic leadership role that is accountable for the development and delivery of a world class Technology Service Portfolio, including Service Delivery and Transition, Business Application Support and Infrastructure.

This role will act as a senior technology ambassador to and for British Heart Foundation (BHF), including taking an active part in any relevant BHF governance groups. Information Security is at the core of everything we do at BHF and this role will work closely with the InfoSec team to ensure the threat landscape is well understood and that controls are put in place to effectively and timeously protect the information assets of BHF.



## Key duties

---

- Be an expert and senior leader in their field, possessing an authoritative knowledge and understanding of all aspects of Technology operations.
  - Possess the ability to address operational problems in a strategic context, with an understanding of BHF's strategic aims as well as the internal workings and political dynamics of the day-to-day operation.
  - Develop and deliver a Technology Operations Strategy that aligns with the overall Technology Strategy as part of the Technology Leadership Team.
  - Deputise for the CTO when needed.
  - Work in collaboration with the other directors and heads of functions with the Technology directorate to oversee the delivery of a seamless technology experience to all staff, volunteers and BHF collaborative partners.
  - Develop and drive appropriate governance to manage risk and ensure successful delivery of all services and projects whilst involving key stakeholders.
  - Own the Technology operational change management roadmap.
  - Significant elements of this role will require the post holder to use their influencing and negotiation skills in their dealings with colleagues and stakeholders.
  - Oversee the development of changes to current working practice and develop and define changes in policy.
  - Lead, develop and manage the performance of the Service Delivery/Transition, Business Applications Support, and Infrastructure teams, as individuals, teams, and as an integrated function.
  - Develop the operational services team through inspirational leadership to engender a customer-oriented culture, focused on the delivery of excellent Technology operational services to staff, volunteers, and other stakeholders who use our services.
  - Plan and implement new or changed operational services, ensuring a smooth transition into run-the-business services.
  - Rationalise and optimise legacy systems and infrastructure as well as continuous monitoring and improvement of technology infrastructure services needed to meet business needs with appropriate service levels.
  - Drive digital delivery of services by leveraging cloud technology, web-based applications and app development.
  - Drive continuous improvement of Technology operations and develop a culture of business improvement to establish robust, controlled, effective end-to-end processes.
  - Own the P&L and provide financial leadership in the Technology operations function by ensuring suitable financial control is in place and service value is being continuously monitored and improved. Manage cost effective services aligned to business requirements and drive return on strategic investments.
  - Ensure technology suppliers are managed appropriately, which includes being involved in service selection and implementation, from identification of requirements, through vendor selection and contract negotiation, to supplier management and review once services are implemented.
-



## Person specification

### Experience

---

- Extensive senior leadership and management experience in a complex organisation and leading a substantial team.
  - Successful track record of Technology Strategy development, delivery and execution
  - Experience of leading transformational change programmes involving business process, people and organisational change, able to influence colleagues both within and outside the directorate to implement change.
  - Experience in leading the successful implementation/adoption of ITIL within a Service Delivery operation.
  - Extensive experience working with external suppliers, managing large scale contracts and developing outsourcing arrangements.
  - Comprehensive understanding of IT infrastructure and architecture, with an appreciation of digital terminology, practice, and process
  - Proven ability to lead and develop staff creating a high-performance operations environment and teams.
  - Demonstrable passion for new technology and the benefits it can bring for customers.
  - A proven track record of delivering continuous improvement in an IT services environment
  - Experience of managing operational IT services in a process-led environment (preferably ITIL)
- 

### Skills & attributes

---

- Excellent stakeholder management and influencing skills, able to develop strong relationships with stakeholders throughout the organisation alongside key partners/suppliers, influencing and implementing positive change.
  - Technically competent and strategically astute, with the ability to see the big picture as well as the finer details.
  - Excellent leadership skills, able to inspire a team of technical specialists to deliver an outstanding service.
  - Excellent communication and interpersonal skills, able to work with different teams and colleagues at all levels.
  - An enthusiasm for and awareness of new concepts and innovations in service management.
  - Ability to keep a clear head and manage calmly in the face of conflicting priorities.
-



## Person specification

### Knowledge, training and qualifications

---

#### Essential

- Understanding of operational Technology services for a similar sized organisation.
- Practical knowledge of ITIL and/or ISO9000 qualification or similar quality certification desirable.
- Knowledge of infrastructure, business applications, and service desk operations.

#### Desirable

- TOGAF, DevOps, Lean 6-Sigma, Prince2, CGEIT, CISSP, Agile qualifications

### Safeguarding

---

At British Heart Foundation (BHF), we are committed to creating a safe and rewarding environment for all of our people to work and volunteer. This means we have a robust safeguarding policy to ensure everyone is treated properly, and a whistle blowing service so people can raise any concerns they have confidentially

---



British Heart Foundation



Palirey's  
Flats 1 & 2

# How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to British Heart Foundation on this appointment.

Candidates should apply for this role through our website at [www.saxbam.com/appointments](http://www.saxbam.com/appointments) using code AAWYC.

Click on the 'apply' button and follow the instructions to upload a CV and cover letter, and complete the online equal opportunities monitoring\* form.

The closing date for applications is noon on **Wednesday 5th April 2023**.

\* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

## GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.



**British Heart  
Foundation**