

## Digital & Technology Governance Manager

A vacancy has arisen for a **Digital & Technology Governance Manager** to join Great Portland Estates reporting to the Director IT, Innovation and Digital Transformation.

### Organisation background:

Great Portland Estates (GPE) is a highly regarded central London Property Investment and Development company with approximately £2.5 billion of real estate. GPE is primarily office focused with retail and some residential; 100% of the portfolio is located within central London. The business focuses on acquiring and developing properties through effective portfolio management or redevelopment to reposition them and unlock their full potential.

This approach, combined with successful reading of the real estate market, continues to deliver outstanding performance for shareholders and makes for a very dynamic environment in which to work.

### Role and Responsibilities:

- Implementation and ownership of Digital & Technology Governance & Controls.
- Centralised management of all Technology related spend, including development/portfolio, to help drive cost efficiency.
- Coordination and where relevant, production of periodic reporting on Digital and Technology KPIs, including:
  - Financial status
  - Delivery status (projects and products)
  - Risks and issues
  - Operational status (Service metrics)
- Coordination of annual budgeting process, getting input from all areas of Digital & Technology and producing consolidated input into Finance for review.
- Regularly review spend (capex and opex) and report on any variance to budget.
- Development and ownership of a supplier management framework, ensuring regular performance reviews are carried out.
- Organise and chair regular supplier performance reviews, supporting relationship owners in driving any improvement plans.
- Management of Digital and Technology supplier contracts, working with Legal and CoSec team ensuring appropriate controls and protections in place for GPE.
- Implementation and governance of the end-to-end project delivery framework.
- Support effective handover of projects into steady state.
- Centralised risk management, ownership of a centralised risk log and ensure that projects track risks appropriately using a consistent approach.
- Development and ongoing management of a consistent business wide prioritisation approach to digital and technology investments.
- Oversee the annual budget planning cycle across Digital & Technology, including any capital and operational costs.
- Management of Business Continuity Planning, Governance and communication.
- Coordination of any Internal and External Audit planning, actions and reports for Digital & Technology.

### Person Specification

#### Critical skills:

- Significant experience in managing centralised processes for Digital and Technology teams, covering both delivery and support teams.

- Strong stakeholder management skills, maintaining great relationships with both direct and indirect stakeholders.
- Operating in a matrix management environment, where ownership of costs, risks and outcomes is federated across teams.
- Experience of implementing new ways of working with a highly effective communication and influencing style.
- Customer and stakeholder focused, high levels of engagement and relationship management
- Experience operating in large, customer facing organisations is preferential.

**Personal attributes:**

- Outstanding organisational skills
- The ability to handle a large and varied workload.
- Great attention to detail, to ensure all data, information and reports are always accurate and timely.
- Strong influencing skills to embed business wide processes and bring the whole business on the journey.
- A dynamic individual who enjoys working in a fast-paced environment.
- The ability to be able to build relationships in the business, be self-directed and able to use their own initiative to progress tasks/activities balanced with knowing when to seek advice.
- High degree of professionalism and integrity, with the ability to be discreet
- Able to define and implement new ways of working to help speed up and simplify our business.
- Conscientious and delivers on commitments in-order to meet the needs of the business.
- Work well with a mixture of stakeholders, internally and externally including a variety of Digital & Technology suppliers.
- A continuous improvement mind-set – constantly looks for ways to deliver the best outcomes to the team and the wider business.
- Works flexibly and cooperatively as part of a team

**Live by our Company Values:**

- We achieve more together.
- We are committed to excellence.
- We are open and fair.
- We embrace opportunity.