

1 Head of digital transformation

1.1 Job details

Role details:	
Role title:	Head of Digital Transformation
Department:	Technology, data and digital
Reporting to	Executive Director
Responsible for:	Technology transformation, data and AI enablement, internal automation, digital delivery improvement
Budget responsibility:	ORX Technology and digital budget including internal resources SaaS/platform costs
Location	Bath, United Kingdom

1.2 Job summary and main purpose

ORX has built a strong, secure and reliable technology foundation. We are now entering the next stage of our digital evolution, with a growing focus on data integration, AI-enabled insight, automation and the technologies that will underpin future member value. This role has been created to help accelerate that journey. ORX has identified the need to build additional capability focused on data and AI-enabled insight alongside its existing operational technology strengths.

This is a hands-on technology transformation leadership role. Initially, the focus will be on improving ORX's internal technology capabilities: strengthening data foundations, accelerating responsible AI adoption, improving the integration of systems and data, increasing automation and helping technology deliver value more quickly across the organisation. The role requires someone who is equally comfortable shaping direction and delivering solutions.

Over time, the successful candidate will deepen their understanding of ORX's technology, products, data assets, operating model and member needs. As this knowledge grows, they will play an increasingly important role in shaping ORX's technology roadmap and supporting the evolution of our Agora platform.

We are looking for someone with strong technology implementation experience, curiosity about emerging technologies, practical experience of data transformation and the ambition to grow into broader technology leadership over time. Enthusiasm, adaptability and a willingness to learn are considered alongside expertise.

1.3 Key responsibilities

Data, technology and digital transformation

- Lead the delivery of ORX's technology transformation agenda.
- Improve ORX's data foundations, including data flows, integration and accessibility.
- Identify and remove technology friction that limits organisational efficiency and agility.

- Support the development of a coherent approach to digital delivery.
- Work closely with business teams to understand challenges and identify opportunities where technology can create value.

AI and automation enablement

- Accelerate responsible and practical AI adoption across ORX.
- Identify, prioritise and help deliver high-impact AI and automation use cases.
- Build, configure or commission lightweight solutions using tools built from the Microsoft stack and other cloud-native technologies.
- Help colleagues adopt AI confidently and responsibly in their day-to-day work.

Delivery leadership

- Lead delivery of transformation initiatives from concept through to implementation.
- Introduce effective prioritisation, roadmap management and benefits tracking.
- Coordinate internal and external resources to improve delivery pace and effectiveness.
- Ensure technology initiatives are aligned with organisational priorities.
- Balance hands-on delivery with longer-term strategic planning.

Platform and product evolution

- Build understanding of ORX's core platforms and data products, including Agora. Extensive training in AWS technologies will be offered if this is needed.
- Work with internal teams and delivery partners to support future platform development and innovation.
- Contribute to the evolution of ORX's technology architecture and operating model.
- Help identify future opportunities to create member value through technology, data and AI.

Leadership and stakeholder engagement

- Act as a trusted partner to colleagues across ORX on technology, data and AI-related matters.
- Build strong relationships across business, technology and external partner communities.
- Manage technology suppliers and delivery partners to ensure value, performance and alignment with organisational objectives.
- Communicate complex technical ideas in a clear and accessible manner.
- Foster curiosity, learning and experimentation around technology and AI.
- Support the development of internal capability and confidence in technology-enabled change.

2 Candidate Profile

2.1 Skills and experience

Essential

- Experience delivering technology, data, digital or automation initiatives.
- Experience delivering system integration, using API based architectures or other connectivity technologies.
- Experience of working with at least one of these cloud-native platforms: AWS, Azure or Google Cloud.
- Experience with AI, automation, copilots, agents and/or workflow technologies.
- Proven ability to turn business challenges into practical technology solutions.
- Strong understanding of cloud-based and SaaS technology environments.
- Experience working across multiple business systems and data sources.
- Demonstrated ability to deliver change in a hands-on role.
- Strong stakeholder management and communication skills.
- Comfortable working in an environment where priorities evolve and resources are limited.

Highly valuable

- Experience improving data architecture, integration, governance and/or analytics capability.
- Experience with Microsoft 365, Power Platform, APIs and/or modern digital tooling.
- Experience shaping technology roadmaps or operating models.
- Understanding of security-by-design, data protection and governance principles.
- Experience with platforms supporting other business functions including HR, CRM, external websites.
- Experience with product ownership, technology roadmaps, product strategies and supplier/partner management.

2.2 Personal profile

We are looking for someone who:

- Is a pragmatic "builder" who enjoys delivering real outcomes rather than producing strategy alone.
- Is curious, enthusiastic and excited by new technology.
- Learns quickly and is willing to develop deep knowledge of ORX and its members.
- Enjoys working in a small organisation where leadership often means doing as well as directing.
- Can influence through collaboration rather than hierarchy.
- Brings energy, optimism and a continuous improvement mindset.
- Has the ambition and potential to grow into broader technology leadership over time.