



Our Values: Caring, Safe, Professional



Digital Transformation Manager

£50,000 to £57,750 pa, based on experience

An excellent opportunity for a talented and experienced Digital Transformation Manager to lead the implementation of technology initiatives and process improvements at CSP. In this exciting role, you will manage a portfolio of technology projects aimed at improving the customer and employee experience.

You will work closely with the Chief Financial Officer and other stakeholders including other Directors to oversee and deliver major digitisation projects and business process improvement initiatives from early days to future state, focusing on ensuring these are delivered on time, within scope and in budget.

To be successful, you will demonstrate significant experience of leading and managing end to end transformation projects and working collaboratively with both commercial and operational stakeholders to define delivery requirements and success criteria. You will also need to bring strong creative problem-solving skills to manage competing demands and tight timescales, to ensure that the project is successfully delivered. You will lead, mobilise and communicate change initiatives and process improvements across various functions and levels within the business.

This role requires a hands-on approach managing large-scale technology initiatives aimed at modernising CSP's technology infrastructure, systems, and business processes. This role involves driving projects that adopt new technologies, enhances existing systems, improve business agility, and align with strategic business goals. This will include the programme management of various projects, including greater technological integration of business systems, operational administration with particular focus on the design of a comprehensive quality management system, delivered through a robust set of operational delivery documentation.

A full job description is available [here](#)

What you will be doing as a Digital Transformation Manager

- Lead cross-functional teams to deliver projects to time, within scope and budget.
- Work with stakeholders to align project goals with business objectives and strategic goals.
- Develop detailed project plans, timelines and budgets to ensure successful project execution
- Work collaboratively with the Chief Financial Officer to define project scopes, objectives, delivery priorities, and strategies to successfully embed a culture of simplifying, standardising and automating our business processes. .
- To run full business system configuration and mapping processes to help professionalise services in order to achieve the customer's requirements and expectations, including sharing industry best practices with customers. .
- Adopt a rigorous approach to the control of cost, quality, change management and programme by implementing project tools and procedures, standards and documentation and ensure continuous improvement by integrating feedback and lessons learned into the project lifecycle. .
- Engage and communicate project milestones with the senior leadership team (SLT) frequently and collaborate with CSP's training functions to design training materials to facilitate digital adoption.

What we need from you as a Digital Transformation Manager

Essential skills / experience

- Understanding of current technologies, including cloud computing, AI, machine learning, enterprise systems (ERP, CRM), and data management tools.
- Excellent drafting and proof-reading skills with a strong attention to detail.
- Ability to multi-task (whilst retaining organisational skills), organise work, complete work, and adapt to changing priorities.
- Ability to read and interpret moderately complex or technical documents, such as laws, regulations, safety rules, operating and maintenance instructions and procedure manuals.
- Ability to solve practical problems and deal with a number of variables
- Polite, professional, articulate, outgoing and a confident communicator (both written and verbal).
- Self-sufficient, with advanced interpersonal skills and a willingness to work as part of a disparate team collaborating with both key individuals from our venues and relevant head office departments.
- Strong to advanced capabilities in Microsoft applications such as SharePoint, Excel, Visio, Word and PowerPoint.

Desirable skills / experience

- Previous experience of working within a events management environment
- Knowledge of financial systems and budget management
- Project Management Professional or similar certification
- Experience in the cloud migration, data analytics, or enterprise software implementation domains.
- Knowledge of emerging trends in AI, blockchain, IoT, or cybersecurity and their application in business transformation
- Previous experience in agile project management or transformation of legacy IT systems.ential skills / experience

What CSP can offer you as a Digital Transformation Manager

- A competitive salary
- A 40 hour working week
- Up to 25 days' holiday (pro-rata – after qualifying service) plus Bank/Public Holidays
- Pension scheme with excellent employer contribution
- Private Medical Insurance (after a qualifying period)
- Life insurance at 4x salary
- Access to salary sacrifice schemes
- A range of valuable medical and practical support services through an external Employee Assistance provider



About CSP

CSP stands for The Combined Services Provider. It also stands for Caring, Safe, Professional, representing our Values. We specialise in providing services to venues and static sites including Car Parking, Internal and External Traffic Management, HVM (Hostile Vehicle Mitigation) solutions, Security, Stewarding, Cash & Audit and Consultancy services. Whilst our range of services has grown, Car Parking/Traffic Management, HVM, and Security/Stewarding represent our core areas of expertise.

CSP is an equal opportunities employer

Vacancy details

Salary: £50,000 - £57,750 per annum

Location: Head Office at Watford

If you think you are suitable for this Digital Transformation Manager position, please apply now by sending a copy of your CV to HR@gotocsp.com by midnight on Sunday 15 December 2024.

