

Job Title: Digital Systems Transformation Project Manager

Reporting To: Innovation and Development Manager

Job Summary:

Midlands Air Ambulance Charity is stepping into a new digital era, moving away from legacy Remote Desktop Services (RDS) and investing in a modern Microsoft cloud platform designed to empower teams, streamline operations, and create a resilient, innovative workplace for the future.

The Digital Systems Transformation Project Manager will plan, lead and deliver this 24-month programme, covering migration, adoption and benefits realisation, while ensuring strong governance, information security and outstanding user experience.

The postholder will provide programme leadership, technical oversight and change management, collaborating across departments and with external partners to embed Microsoft 365, SharePoint Online, Teams, Intune and Entra ID (Azure AD) and to enable a modern workplace that is resilient, efficient and fit for the future.

Main Duties of the Post

1) Programme Leadership & Governance

- Lead the full lifecycle of the digital transformation programme (initiation to closure), including scope, roadmap, milestones, RAID, dependencies and change control.
- Establish project governance, KPIs and benefits realisation plans; produce regular progress, risk and finance reports for SLT, trustees and relevant boards.
- Align delivery with organisational goals, policies and risk appetite; ensure compliance with internal IT, IG and safeguarding standards.

2) Technical Direction & Delivery

- Direct the transition from RDS to Microsoft cloud (M365, SharePoint Online, Teams, Intune, Entra ID/Azure AD), ensuring secure, resilient configurations.
- Oversee identity and access management, device management, collaboration tools, storage and backup, and integrations with line-of-business systems.
- Ensure robust data governance, cyber security and compliance throughout; align with frameworks such as Cyber Essentials and (where relevant) ISO/IEC 27001.

3) Data & Information Management

- Lead data discovery, cleansing and mapping; design and implement a structured SharePoint information architecture and permissions model.
- Migrate files, Teams assets and shared drives to the target state with minimal disruption and high data integrity.

4) Process Optimisation & Modern Workplace Adoption

- Identify opportunities to streamline workflows using Microsoft 365 (e.g., Power Platform, automation, collaboration standards) and embed best practice.
- Design and deliver a change and adoption plan (communications, champions network, training, guidance) to build digital confidence and maximise uptake.

5) Stakeholder, Training & Change Management

- Work closely with the Head of Education & Training to develop and deliver training, clinics and user support; produce accessible guides and FAQs.
- Engage teams and managers to co-design solutions that meet operational needs; translate technical concepts for non-technical audiences.

6) Supplier & Partner Management

- Procure and manage third-party IT partners, MSPs and software vendors; define scope, deliverables and quality criteria; ensure value for money.
- Review existing infrastructure and services, prioritising upgrades and ensuring smooth implementation and handover to BAU support.

7) Operational Readiness & Support

- Coordinate testing, pilots and cutovers; set acceptance criteria and readiness checkpoints.
- Ensure prompt resolution of any issues impacting HQ operations (e.g., meeting room technology, simulation suite), working with IT support and suppliers.

The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties.

ADDITIONAL INFORMATION

This job description should be regarded as a guideline of the duties required and is not definitive. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. The nature of the post and the organisation is such that duties may be reviewed in the light of changing circumstances following consultation with the post holder. The post holder will be required to adopt and undertake different or new duties as may be required in line with professional and service development.

CHARITY POLICIES & PROCEDURES

All employees must adhere to and perpetuate all Charity policies and procedures including those relating to Fraud management, Whistleblowing, Information governance, Code of Conduct, Health and Safety, Confidentiality, No Smoking at Work and Equal Opportunities in Employment; including responsibilities under the Disability Discrimination Act. Failure to do so may result in disciplinary action.

CONFIDENTIALITY

All employees must observe and comply with the requirements of the Data Protection Act 2018, and associated legislation, and with the Common Law Duty of Confidentiality. The unauthorised use or disclosure of donor, staff or other personal information is a disciplinary offence and also could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018, or associated legislation.

CONTINUING PROFESSIONAL DEVELOPMENT

There is a requirement to participate in the Charity's Personal Development and Review process. Personnel are required to attend training as required by the Charity to help them perform their role safely and competently and to ensure the safety of others. This includes induction and refresher training at charity set intervals, as defined in the Workforce management policy.

DISCLOSURE AND BARRING SERVICE (DBS)

Post holders whose work involve, or may involve, direct contact with vulnerable adults and/or children, and/or with access to managing accounts, are subject to DBS checks every three years. Where you work directly with vulnerable adults or children, under the conditions of the Rehabilitation of Offenders Act 1974, as amended, you are not entitled to withhold information about convictions which otherwise might be considered 'spent'. There is an ongoing obligation to declare any civil or safeguarding issues, investigations, convictions and cautions against you, during the course of your employment.

DIVERSITY AND EQUAL OPPORTUNITIES

The Charity welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

FREEDOM OF INFORMATION

The post holder must be aware that any information held by the Charity in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Charity's policies.

HEALTH & SAFETY AT WORK ACT

The post holder is required to take responsible care for the health and safety of him/her and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with the charity to ensure that statutory and charity safety regulations are adhered to.

MANAGING RISK: MAINTAINING SKILLS & LEARNING FROM PROBLEMS

Reducing risk is everyone's responsibility. All staff in the charity must attend training identified by the Chief Executive (or by the Business Manager). The charity uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve the service provided. All employees are expected to ensure they are familiar with and adopt the Infection Prevention and Control policy/procedures and all safe-working practices required in their work activity" and specifically with reference to hand hygiene and aseptic techniques.

REGISTRATION

If applicable, you are required to be fully registered with the appropriate association for your post and for you as post-holder. Failure to produce confirmation of current registration with the appropriate body will mean that you will not be permitted to commence (or continue with) your duties, nor will you be paid for those duties for the period of delay, until such time as you are able to provide this confirmation. **NB:** It is your duty to ensure that your registration is kept up to date.

SAFEGUARDING

The Charity has a zero-tolerance approach to the abuse of children, young people and vulnerable adults. All employees are required to promote and safeguard the welfare of children and young people and comply with the Local Safeguarding Children Board Procedures and the Children Act (1989, 2004).

SMOKING STATEMENT

The Charity is a NO SMOKING environment. Smoking in all areas of the building and premises is prohibited. Smoking may only take place in non-public areas.

TRAVEL TO OTHER SITES

You may be required to travel to any of the airbase locations or locations where fundraising events take place. Please complete the travel expenses form. Expenses will not be paid where travel expense forms are not fully completed.