



July 2026

Dear Applicant

Appointment of Digital Development Lead

22 Abercrombie Court
Prospect Road
Arnhall Business Park
Westhill
Aberdeenshire AB32 6FE

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Thank you for your interest in this important role within the Finance Team at Osprey Housing.

At Osprey Housing, one of our four strategic ambitions is to be a **Great Place to Work**. We are proud of our talented and dedicated team, who consistently deliver high-quality services and strong performance for our tenants. Everything we do is guided by our core values and a people-centred approach, both as a landlord and as an employer.

Since our establishment in 1999, Osprey Housing has grown significantly and now owns approximately 1,800 homes across the north-east. Through our ongoing investment programme and ambitious growth strategy, we are committed to enhancing our existing homes while delivering much-needed new housing. This role will play a key part in supporting the achievement of these ambitions.

We understand the importance of affordability and value for money for our tenants. Over recent years, we have worked hard to manage our resources effectively, enabling us to limit rent increases while continuing to invest in our homes and services. Key to this work and our continuing success will be embracing digital technology to enhance our service delivery.

Our strategic direction is set out in our ambitious and forward-looking Strategic Business Plan, which was developed through extensive engagement with our Board, staff team and OTRA. The plan reflects our shared vision, ambitions and values and can be viewed on our website at www.ospreyhousing.org.uk.

Thank you for considering a career with Osprey Housing. Should your application be successful, I look forward to meeting you and discussing how you can contribute to our continued success.

Yours sincerely

Stacy Angus
Chief Executive



Making a difference every day





Job Description

Job Title:	Digital Development Lead
Department:	Finance
Location:	Westhill/Hybrid
Reports to:	Finance & Business Analyst
	Fixed Term Two Years

Role Purpose

The job holder is responsible for:

The effective delivery, support and continuous improvement of digital systems, services and processes, enhancing tenant and staff service delivery while ensuring compliance, cyber security and business continuity.

Managing/Assisting in the delivery of Osprey's digital transformation projects.

Areas of Responsibility

Financial:	As per delegated limits
Direct Reports:	None
Resources:	Provision and upkeep of all organisational hardware (in conjunction with 3rd party IT support vendors) Provision, upkeep and developing all software used by the organisation (in conjunction with relevant 3rd party providers)
Operating Environment:	Office/hybrid based. Rare exposure to emotional circumstances within the workplace.

Accountabilities

1.	In conjunction with the Finance & Business Analyst, engages with the Senior
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Job Description

	Leadership team (SLT) in reviewing and developing Digital strategy, action plans, policies and procedures to ensure best practice and value for money
2.	Participates in the implementation of various Digital projects to deliver the Osprey Digital Strategy
3.	Develops project scope, cost estimates, human resource requirements, work plans, time schedules, communication plans, and work assignments to meet project objectives
4.	Develops an overview of the specific digital system requirements across Osprey to ensure up to date systems are provided
5.	Leads and coordinates on development of our housing management database and system to maximise effectiveness through processes and reporting
6.	Leads on the development of Microsoft 365 suite particularly SharePoint and Teams to improve internal efficiencies and continual system development
7.	Drives continuous digital process improvement within each departmental team by identifying and addressing inefficiencies and documenting automation possibilities
8.	Identifies and evaluates emerging innovations, assessing their impact on Osprey and recommending clear, actionable next steps to the SLT
9.	Works collaboratively with the Housing team on Osprey's 'Digital by Choice' approach to digitising customer facing services, ensuring ease of use and maximising functionality for all our tenants
10.	Provides regular and up to date status reports on project progress to SLT and presents quarterly reports to the Committee and Board governance cycle
11.	Produces and maintains project statistics, reports, checklists and other documentation as necessary for reporting to SLT and Board
12.	Develops schedules and methods for measuring results and ensuring value for money in all projects
13.	Supports a renewal and upgrade schedule for Osprey and procures software/hardware where appropriate in response to agreed Digital requirements
14.	Liaises with outsourced IT infrastructure provider to ensure the maintenance of cyber & data security capacity, enabling Osprey to meet recognised security standards
15.	Identifies and evaluates emerging innovations, assessing their impact on Osprey and recommending clear, actionable next steps to the SLT



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16.	Leads and attends the regular meetings of the Digital Innovation Group
17.	Assists in the upkeep of relevant policies, adherence to Freedom of Information and GDPR to ensure safe and effective information sharing through paper and digital channels
18.	Provides internal support for application software and hardware

Professional and Behavioural Skills, Educational Requirements

Professional Skills

Professional skills are experiences within certain fields of work eg technical expertise required for the role; demonstrate the level of problem solving and know how required

Essential:	<ul style="list-style-type: none"> • Experience working with a variety of hardware and software systems • Experience of implementing new digital systems • Analysis and interpretation of data resulting in recommendations on service delivery • Demonstrable understanding of cyber security • Preparing user documentation • Up to date knowledge of hardware developments • Expert knowledge of Microsoft 365, particularly Word, Excel, Teams and SharePoint • Working knowledge of Power BI • A proven track record of delivering projects within timescale and to budget
Desirable:	<ul style="list-style-type: none"> • Experience of digital systems within a housing environment • Experience in dealing with external contractors • Worked with an external systems provider • Website development experience • Experience of using data analytics and AI • Experience of API development and maintenance

Behavioural Skills

Behaviour skills are how the job holder is required to successfully interact with others internally and externally to achieve business goals e.g. initiative, results orientated, teamwork, leadership

Essential:	<ul style="list-style-type: none"> • Excellent communication skills • Able to work as part of a team • Flexible attitude that does not compromise standards, aims or objectives • Ability to use initiative • Works within organisational and professional policies and procedures; operates on own initiative, taking advice from manager if required.
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Job Description

Desirable:	<ul style="list-style-type: none">• Current driving licence and own transport
Education Requirements	
Essential:	<ul style="list-style-type: none">• Relevant HND (or equivalent)
Desirable:	<ul style="list-style-type: none">• Relevant Degree (or equivalent)• Microsoft certification• Data Analytics qualification

Signatures		Date
Postholder(s)		
Manager		

OSPREY HOUSING STAFFING STRUCTURE JULY 2026

