gentoo



Candidate Pack

Director of Technology & Digital

Welcome from Paul Wright, Executive Director of Finance



There's so much to be excited about at Gentoo right now.

We're ambitious about our future and our vision to become the best social homes provider in the country is big but we believe it's the right one because our customers deserve the very best from us. Getting there means being prepared to think differently, embrace change and keep looking for ways to make things better. For our customers, for our colleagues and for the communities we're proud to serve.

And technology will be right at the heart of that journey.

Our transformation programme is giving us a fantastic opportunity to look at how we work across Gentoo and how we can use technology, systems and data to make things simpler, smarter and more connected. But transformation for us is about much more than implementing new systems. It's about the difference those changes make to people and everything we do needs to come back to our customers.

We want technology to make it easier for customers to access our services and get the help they need. We want our colleagues to have the right tools and information at their fingertips so they can spend more time focusing on what really matters. And we want better insight to help us understand our customers, our homes and our communities so we can continue making the right decisions for the future. That's what makes this opportunity so exciting.

With our new Executive Director of Transformation joining Gentoo in January 2027, we're bringing together the leadership, expertise and fresh thinking that will help us turn that ambition into reality. As our new Director of Technology & Digital, you'll provide strategic leadership to the team and help shape what the future of technology at Gentoo looks like.

We're looking for someone who can see the possibilities that technology can create, while always remembering the people at the heart of it. Someone who can bring ideas, energy and strategic leadership, work collaboratively across our organisation and bring people with them on the journey. Because behind every system, process or piece of data is something much more important. There's a customer who relies on us and a colleague who wants to provide them with a brilliant service.

As our IT Director, you'll have the chance to help us build strong foundations for the future, make the most of the opportunities technology and data can give us and ensure the decisions we make today deliver real and lasting benefits for our customers tomorrow.

What makes Gentoo special is the purpose behind what we do. We provide homes and services that make a real difference to people's lives, and our colleagues care deeply about the customers and communities we serve. That's why getting our technology right matters so much.

As our IT Director, you'll have a fantastic opportunity to help shape that future. From making better use of technology and data to creating simpler ways of working, you'll help ensure our investment translates into meaningful improvements for colleagues and, ultimately, a better experience for our customers.

You'll be joining at a pivotal point in our transformation and working alongside our new Executive Director of Transformation to help turn our ambition into reality. We know there's plenty still to do, but that's part of what makes this role so exciting. You won't simply be joining Gentoo's transformation journey, you'll have the opportunity to help shape it.

So, if you're an ambitious and collaborative leader who believes technology can make a genuine difference to people's lives, and you want to be part of an organisation with big ambitions for its customers and communities, we'd love to hear from you.

Paul Wright
Executive Director of Finance

About us

We're a housing association with a social purpose that provides more than 60,000 people in Sunderland with a place they can call home.

We're a values driven organisation, with a clear vision and a commitment to investing in people, place and property.

We believe everyone has the right to live in a good quality home they can afford. We invest millions of pounds every year in keeping our existing homes safe, secure and compliant.

Our values

Our values are what we stand for and what we want to be known for. They are what make us, us.

We care about people.



We take accountability.



We shape the future.



We bring leadership.



We deliver.

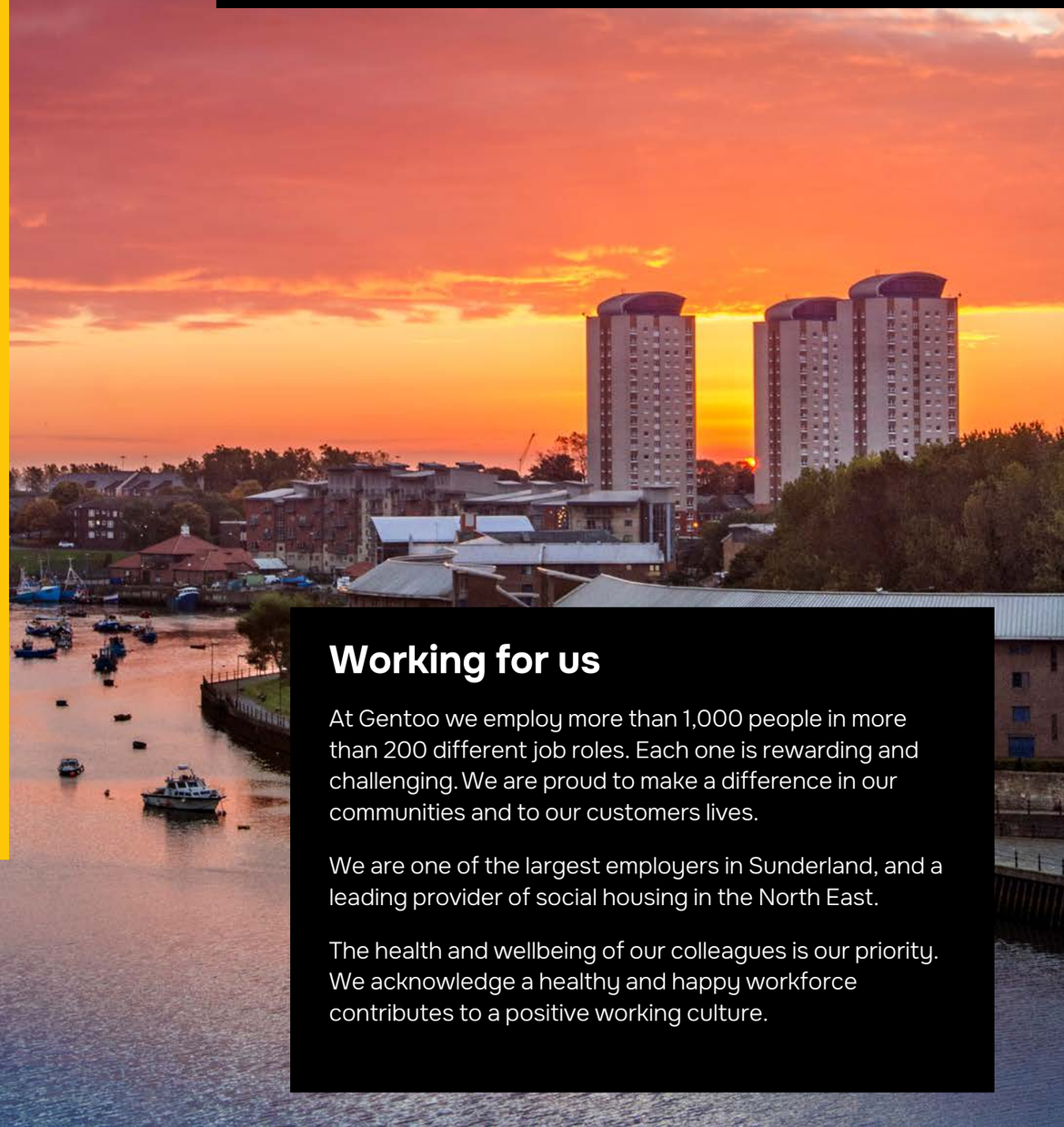


Our vision

To become the best provider of social homes in the country.

Our five commitments for the next 10 years

- A housing provider that listens and sorts things out
- Embracing technology and data
- Helping our communities thrive
- Achieving growth through partnerships and innovation
- A professional, caring, great place to work



Working for us

At Gentoo we employ more than 1,000 people in more than 200 different job roles. Each one is rewarding and challenging. We are proud to make a difference in our communities and to our customers lives.

We are one of the largest employers in Sunderland, and a leading provider of social housing in the North East.

The health and wellbeing of our colleagues is our priority. We acknowledge a healthy and happy workforce contributes to a positive working culture.

We are a housing association that provides more than 60,000 people in Sunderland with a place they can call home.

Gentoo in numbers 2025–26

28,866
Homes

1,000+
Colleagues

60,000+
Customers

79%
Live in Sunderland

£1 million
a week invested in existing properties

85%
of homes are EPC C or above

£48 million
invested in our homes and estates

81
new homes sold privately by Gentoo Homes

£5.4m
in additional benefits and discounts for customers

335
new social and affordable homes built

G1,C1,V2
regulatory governance

77.9%
overall customer satisfaction (IFF independent score as of 31 March 2026)

About the role

Role:

Director of Technology & Digital

Salary:

£128,000

Responsible to:

Executive Director of Technology & Transformation

We're all accountable for:

Being an ambassador for Gentoo. Promoting equality, diversity, and inclusion; leading by example in your actions and demonstrating our values and values in action.

The Health and Safety of our ourselves and others; this includes adhering to policy, taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care, and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of the learning opportunities and resources available to you.

Keeping things compliant. You will have role-specific and organisational goals. It's important we take these seriously and keep people and information secure and safe.

Complying with our Information Security policy and report any security breaches to your manager.

Embracing sustainability and minimising our impact on the environment.

Job Purpose

Provide strategic leadership and accountability for Gentoo's technology and digital capability, ensuring our technology, systems, data platforms and infrastructure are secure, resilient, effective and able to support the organisation now and into the future.

Own, develop and deliver the Group's Technology and Digital Strategy, enterprise technology architecture and technology roadmap, aligned to Gentoo's Corporate Strategy and future business requirements.

Lead the delivery and performance of technology services across the Group, ensuring colleagues and customers are supported by reliable, accessible and cost-effective technology and that investment delivers demonstrable value for money.

Provide strategic leadership for cyber security, technology resilience, data platforms and the responsible use of emerging technology, including AI and automation, ensuring Gentoo understands both the opportunities and associated risks.

Work in close partnership with business leaders to ensure technology is an effective enabler of organisational change, service improvement and better customer outcomes.

As a member of the Senior Leadership Team, contribute beyond the technology portfolio to the leadership, performance and future success of Gentoo.

Person Specification

Skills:

- Strong strategic understanding of enterprise technology, digital platforms, architecture, integration and cyber security, alongside an awareness of emerging technologies and their opportunities and risks.
- Strong commercial and business acumen, able to balance innovation, affordability, risk, resilience and delivery.
- Able to translate complex technology into clear business choices and customer outcomes.
- Strong leadership, influencing, negotiation and stakeholder management skills, with the credibility to operate effectively at all levels.
- Strong judgement and decision-making, with the ability to manage competing priorities and deliver at pace.

Qualifications and training

- Educated to degree level or able to demonstrate equivalent relevant senior-level experience.
- Relevant professional qualification or equivalent experience.
- Evidence of continuing professional development.

Experience and Knowledge:

- Significant senior leadership experience in technology, digital or IT within a large and/or complex organisation, with a track record of leading and developing high-performing multidisciplinary teams.
- Proven experience of developing and delivering enterprise technology strategies, architecture and multi-year roadmaps aligned to organisational priorities.
- Strong experience across modern technology environments, including cloud, enterprise applications, infrastructure, integration and digital services, with experience of simplifying complex or legacy technology.
- Successful delivery of significant technology-enabled change and major system implementations.
- Strong experience of cyber security, technology risk, operational resilience and disaster recovery.
- Experience of enabling organisational capability through data, AI, automation and emerging technology.
- Significant financial, commercial, procurement and supplier management experience, with a strong focus on value for money.
- Experience operating at senior leadership level and providing effective advice and assurance to Executive Teams, Boards and Committees.

Attributes and Behaviours:

- Visible and inclusive leader who creates trust, encourages challenge and builds an open, collaborative and high-performing culture.
- Skilled people leader and coach, combining listening and empathy with clear expectations, constructive challenge and accountability.
- Strategic and outcomes focused, connecting technology investment to Gentoo's priorities, customers and long-term ambitions.
- Collaborative and influential, building strong partnerships across organisational boundaries.
- • Commercial and value focused, ensuring technology investment improves performance and delivers demonstrable value.
- Curious and innovative, embracing new technology and ideas while remaining focused on practical business outcomes.
- Accountable and delivery focused, maintaining pace, grip and momentum while managing risk effectively.
- Resilient and adaptable, comfortable operating through complexity, ambiguity and change.

Job description

Key responsibilities:

Strategic Leadership

1. Lead the development and delivery of Gentoo's Technology and Digital Strategy, ensuring it supports the Corporate Strategy, business priorities and changing needs of colleagues and customers.
2. Own Gentoo's enterprise technology architecture, integration strategy and multi-year technology roadmap, providing a clear direction for how our technology landscape will develop and ensuring investment decisions support that direction.
3. Provide strategic advice and assurance to the Executive Team, Senior Leadership Team, Board and relevant Committees on technology, digital capability, cyber security, resilience, investment and emerging technology.
4. Create an inclusive, collaborative and high-performing Technology culture where colleagues feel trusted, valued and able to contribute and challenge. Lead and develop the Technology leadership team, strengthening collective accountability, leadership capability and performance.
5. Ensure the Technology function has the leadership, technical capability and capacity required for the future, identifying capability gaps and building sustainable pipelines through development, talent and succession planning.
6. Shape and continually evolve the Technology operating model, ensuring structures, accountabilities, capabilities, governance and ways of working remain aligned to Gentoo's strategy and future technology requirements.

Technology, Digital & Architecture

7. Lead the performance and development of Gentoo's technology estate, ensuring clear end-to-end ownership of technology services throughout their lifecycle and that infrastructure, cloud technology, networks, applications, integrations and end-user technology remain reliable, secure, scalable and fit for purpose.
8. Provide enterprise-level technology architecture and governance, reducing unnecessary complexity and legacy technology and ensuring new solutions integrate effectively with Gentoo's existing and future technology environment.
9. Lead the technology elements of major business change and transformation programmes, working in partnership with the Transformation and PMO function to ensure solutions are well designed, implemented successfully and deliver the intended business and customer outcomes.
10. Lead Gentoo's digital capability and evolution, working with Transformation and service owners to use technology, data, AI and automation to simplify services and processes, improve customer and colleague experiences, increase productivity and deliver measurable value.

Cyber Security, Risk & Resilience

13. Own and lead Gentoo's approach to cyber security, ensuring appropriate strategies, controls, monitoring and assurance are in place to protect the organisation, its customers, colleagues, systems and information.
14. Ensure technology risks are understood, actively managed and appropriately reported, providing clear assurance to the Executive Team, Board and relevant Committees.
15. Ensure robust and regularly tested IT business continuity, disaster recovery and cyber incident response arrangements are maintained, with clear recovery requirements for critical systems and services.

Delivery, Performance & Value

16. Ensure technology services are business-led and customer-focused, with clear service standards, KPIs and measures for performance, quality, resilience, customer experience and value for money.
17. Lead the Technology budget and investment portfolio, ensuring resources are prioritised effectively and expenditure demonstrates strong commercial management and value for money.
18. Establish strong governance for technology investment and delivery, ensuring robust business cases, prioritisation, implementation and post-implementation review.
19. Build strong business partnerships and effective demand and prioritisation arrangements, ensuring Technology resources and investment are focused on the areas of greatest organisational and customer value, while constructively challenging where technology can simplify processes and improve productivity or outcomes.

Commercial & Supplier Management

20. Provide strategic oversight of Gentoo's technology suppliers and partners, ensuring contracts, licences and services are actively managed and deliver appropriate performance, resilience, innovation and value.
21. Lead technology procurement and commercial decisions, working with relevant colleagues to ensure investment decisions follow Gentoo's governance requirements and consider whole-life cost, strategic fit, integration, security and value.
22. Build strategic relationships with key technology partners, using their expertise and innovation to strengthen Gentoo's technology capability and inform future direction.

How to apply and timeline

Timeline

Go live
Wednesday 11 November

Closing date
Tuesday 1 December

Stage 1 interviews
Tuesday 15 December

www.gentoogroup.com

Gentoo Group Limited is a charitable community benefit society, registration number 7302

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