



The Insurance Institute

Title of Position:	Director of Digital Transformation & Business Systems
Department/Team:	Digital Transformation & Business Systems
Location:	Insurance Centre, 5 Harbourmaster Place, IFSC, Dublin 1
Reports To:	Chief Executive Officer (CEO)
Purpose	
The purpose of this full-time post is to lead the strategic adoption of technology and process improvements to drive organisational efficiency, innovation, and data driven decision making. Ensuring that IT services are secure, resilient, and aligned with strategic objectives.	
The Insurance Institute's Vision, Mission and Values	
The Insurance Institute prides itself on being the professional body educating the insurance profession since 1885. We are an ambitious company placing high value on the impact that professional education and training brings to members within the insurance industry.	
Our Mission	
To educate, inspire and connect insurance professionals.	
Our Vision	
A proud community of insurance professionals, dedicated to lifelong learning.	
Our Values	
<ul style="list-style-type: none">• The power of Lifelong Learning• Importance of achieving advanced Technical Insurance qualifications• Supporting our diverse Community of Learners• Our belief in the importance to society of trusted Insurance professionals• Insurance is a rewarding and sustainable career choice• Embracing innovation and agility	
The Job	
Reporting directly into the CEO the successful role holder will be responsible for directing, delivering, and sustaining the organisation's technology and digital capability.	
The role has particular responsibility for:	
<ul style="list-style-type: none">• Defining and overseeing the delivery of a Digital Transformation Strategy which is aligned to the business strategic objectives and company growth plans.• Overseeing the delivery of major IT transformation programmes, including the implementation of a new membership platform to optimise business processes.• Ensuring high-quality, reliable day-to-day IT operations and Data Services.• Establishing and maintaining robust cyber security and information security controls, appropriate to a regulated Irish environment.	



- Supporting the business in the delivery of change management and process alignment initiatives promoting a digital mindset across departments.

Responsibilities of the Post

Responsibility Level

The Director of Digital Transformation and Business Systems is responsible for steering the organisation through the complexities of integrating digital technologies into all areas of the business. This position focuses on how our business operates and delivers value to our members, ensuring a seamless alignment with contemporary digital demands.

The role includes but is not limited to the following key responsibilities:

1. IT & Digital Transformation

- Lead the organisation's IT and digital transformation strategy, aligned with corporate and regulatory objectives.
- Act as Technical Lead and Project oversight for the implementation of the organisations new membership platform, including:
 - Supporting requirements definition and vendor selection,
 - Enabling systems integration and data migration,
 - Assisting in the delivery of user adoption and benefits realisation.
- Ensure transformation programmes are delivered through strong programme and change management disciplines, on time and within budget.
- Promote a user-centric, digital-by-default approach where appropriate, while maintaining regulatory robustness.
- Operational Transformation: Identify, prioritise, and execute digital initiatives to optimise business processes.

2. IT Operations & Service Management

- Ensure the effective delivery of day-to-day IT operations, including:
 - applications, infrastructure, networks and end-user services,
 - service desk and incident management,
 - vendor and managed service provider oversight.
 - Define, establish and maintain service management frameworks (e.g. ITIL-aligned), SLAs, and KPI performance reporting, tracking the impact of digital initiatives on member experience.
 - Ensure systems availability, reliability, and scalability in support of business-critical services.
-



3. Cyber Security & Information Security

- Lead the organisation's cyber security and information security function, ensuring:
 - appropriate risk-based security controls are designed, implemented, and monitored,
 - compliance with Irish and EU requirements (e.g. GDPR, NIS2 where applicable).
 - Maintain cyber incident response, escalation, and recovery arrangements, including regular testing.
 - Oversee vulnerability management, access controls, third-party security assurance, and security awareness programmes.
 - Act as a senior advisor to the Executive and Board on cyber risk and digital resilience.
-

4. Data, Systems & Architecture

- Oversee data management, system architecture, and integration strategy, ensuring platforms are:
 - secure and interoperable,
 - capable of supporting reporting, analytics, and decision-making.
 - Ensure appropriate data governance, quality, and ownership arrangements are in place.
 - Support effective use of technology to improve regulatory, supervisory, or member-facing services.
 - Oversee the adoption of modern technologies (e.g. AI, automation, CRM systems).
-

5. Governance, Risk & Assurance

- Ensure IT and digital activities operate within a robust governance and control framework, aligned with:
 - Industry best practice standards,
 - organisational risk management policies.
 - Provide clear reporting on IT performance, transformation delivery, risk, and cyber posture to:
 - the CEO / Executive Leadership team,
 - Leadership Team, and
 - relevant Board Committees.
 - Support internal and external audits of IT, cyber security, and data controls.
-

6. Leadership & Capability

- Collaborate with senior leadership and cross-functional teams to manage dependencies and ensure buy-in.
- Lead and develop the IT and digital team, promoting a digital mindset across departments whilst enhancing a culture of professionalism, accountability, and continuous improvement.
- Ensure the organisation has access to appropriate technical and change capability through a mix of internal resources and external partners.



- Build strong collaborative relationships with business leaders – both from industry and internally, to ensure technology solutions meet organisational needs.

KEY REQUIREMENTS:

Experience

The successful candidate must be able to demonstrate the following:

- 5+ year in an operational improvement, technology, and/or digital transformation role.
- **Strategic Development and Delivery:** Converts digital strategy into effective, sustainable outcomes.
- **Technical Understanding:** Strong knowledge of digital service design, process transformation, digital trends including AI readiness, cloud and system computing, and data analytics.
- **Risk & Control Mindset:** Balances innovation with security, resilience, and compliance.
- **Execution Excellence:** Drives disciplined delivery of complex technology programme
- **Collaboration:** Works effectively across business and technical boundaries.
- **Judgement & Accountability:** Takes ownership of outcomes in high-impact environments.

Skills & Attributes

The successful candidate must be able to demonstrate the following:

- Senior experience leading IT operations and digital transformation in a complex or regulated environment.
- Proven track record delivering major systems implementations, ideally including CRM or membership platforms.
- Strong knowledge of cyber security risk management and control frameworks.
- Proven track record of directing and leading high performing, cross-functional teams.
- Experience managing third-party vendors and multi-year technology programmes.
- Excellent stakeholder engagement and communication skills, including Board-level reporting.
- Ability to blend long-term vision with hands-on, practical delivery.
- Excellent verbal and written skills, with the ability to articulate technical concepts to non-technical stakeholders.

Desirable:

- Experience in financial services, insurance, or a regulatory / membership organisation.
- Experience with cloud-based platforms, data integration, and identity/access management.
- Resilient and collaborative, able to thrive in a fast-paced environment.
- Pragmatic, results-driven focus.



The Insurance Institute

Working Conditions and Effort

The Director of Digital Transformation and Business Systems will be primarily office-based during probationary period. Reverting to our hybrid working arrangement upon successful completion. The role involves cross-departmental collaboration, and the successful role holder will report into our Chief Executive Officer (CEO).

The Director of Digital Transformation and Business Systems plays a pivotal role in modernising business operations, improving efficiency, and enabling data-driven strategies, ultimately supporting organisational growth and innovation. This role is central to ensuring that technology investments deliver measurable business value and enhance overall organizational performance.

Remuneration & Benefits

As well as a competitive remuneration package the Institute's commitment to bringing out the best in people not only extends to our members but also to our employees.

The salary for this position is €120,000 and the following benefits apply either immediately or after a successful six-month probation period:

- Hybrid working
- Flexitime working
- Pension Scheme
- Private Health Insurance
- Business Attire Allowance
- Birthday Holiday
- Group Life Assurance/Death in Service
- Permanent Health Insurance
- Performance Management Review to include annual performance bonus and salary review
- Learning and Development including Education Support
- Employee Assistance Programme
- Funded Social Events through Employee Engagement

Inclusivity Statement

The Insurance Institute is committed to creating a diverse environment and is proud to be an equal opportunity employer.

Accessibility

In line with our policies, the Institute is committed to providing reasonable adjustments for candidates in our recruitment process. If you need assistance or any adjustments, please contact Head of People & Culture, Lorraine Thornton in complete confidence at: lthornton@iii.ie

Any information disclosed will be treated as confidential and will not be used for the purpose of screening and selection.



The Insurance Institute

Apply for this job

Completed applications to include both a CV and cover letter can be submitted to lthornton@iii.ie. Please note that the selection process for this position will involve multiple stages. Candidates selected for further consideration will be invited to participate in formal interview(s) and complete standardised psychometric assessments to evaluate role fit and leadership abilities.