**Covering Letter for the role of Head of ICT**

I am interested in applying for the role as Head of ICT of Story Homes. I am using this covering letter to demonstrate my philosophy about IT. My experience is shown in my CV.

I have worked in ICT since 1987 following an earlier career as an NHS Manager and NHS Buyer and I have “hands on” experience of managing up to 50 IT staff. My budget management experience includes OP EX of £12M and a change budget of £25M.

I am a manager of technology services, not a technology manager. I understand the business benefits of ICT and have practical experience of developing and managing cloud based distributed IT services, but I would no longer consider myself to be a technical expert. I have recently built a digital technology service that supports 4000 Co-operative Funeralcare workers and more importantly their customers. This platform has helped improve customer services (measured independently), enabling an increase of annual profits by 40% through attracting more customers via the new digital platforms and by enabling unit costs reductions through better use of resources. This project underpins my philosophy that ICT Technology only has any value if it delivers business benefit. I consider ICT to be a utility service that should be demystified for users enabling them to work higher up the value chain. ICT should do the bulk processing work thus enabling the business to devote their time to analysing infomation for business improvements and not creating data thus facilitating better decision making based on evidence rather than intuition or perception.

I believe that IT is an enabler of business efficiency, it is a business tool and should support business development. It is not a strange mystical science supported by IT geeks. Most business can’t function well without an efficient user inspired IT infrastructure. The benefits of well thought out, business developed IT systems are experienced directly on the organisation’s bottom line. IT benefits are experienced intangibly by colleagues who share their business issues with their IT colleagues who collaboratively work with the business members as peers to ensure the solutions delivered not only work for “expert users” but are easily rolled out, understood and used by all appropriate users. In short, IT is not an ivory tower function but it is a collaborative team member that adds to and supports the business through making IT workable for the whole business.

I have worked at Story Homes for 5 months on a contract basis helping to develop the business case and IT solution for data management issues which is commonly called “Data Warehouse Project”. I have found my time here to be stimulating and enjoyable. The pace of work and change is a huge challenge but I feel my experiences will enable me to work with my Team to deliver a first class service that supports the business in the quest to build superior homes for their customers whilst growing at a significant rate.

I would welcome the opportunity to discuss this role and its future with Story Homes

Yours Faithfully

Colin Bennett