

Issued: April 2023

C A S E S T U D Y

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NHS NATIONAL SERVICES SCOTLAND

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CASE STUDY – DIRECTOR OF IT

NHS NATIONAL SERVICES SCOTLAND

Introduction to NHS NSS

NSS is a national NHS Board in Scotland that provides a wide range of services, including procurement and IT, to support the delivery of clinical and non-clinical services by NHS Scotland Health Boards. Their goal is to provide high-quality and person-centric services using top-notch systems and standards on a national level.

The Challenge

Eden Scott Team faced a challenging task of replacing a highly regarded IT Director across NHS Scotland, with Scottish Government representatives involved in ensuring the Digital and eHealth agenda was prioritised.

The new hire would support the Scottish Government's drive towards digital enablement and provision of innovative and secure technology solutions.

The role was redefined to transition to a modern Digital and Security function, requiring a strong technology leader for large-scale transformational change and collaboration across NHS Scotland boards.

The Process

Eden Scott worked with key stakeholders and the outgoing IT Director to identify the most suitable candidates for the redefined role of a strong technology leader capable of driving the digital transformation of NHS Scotland.

They built a bespoke microsite, ran a comprehensive advertising program, and conducted a UK-wide headhunting program to attract the most talented candidates. By leveraging their extensive network and experience in the field, they identified a diverse range of potential candidates, evaluated each one closely, and found the best fit for the role.

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Eden Scott's approach ensured the identification and attraction of the most talented candidates



to drive NHS Scotland forward in its digital transformation journey.

Solution

We spent time with key stakeholders and the outgoing IT Director to fully understand the post, evaluate candidate suitability, and articulate the role.

Our Digital Marketing & Communications team built a bespoke microsite to showcase NHS NSS as an employer of choice, host relevant documentation, and introduce the role to prospective candidates.

This was followed by a comprehensive advertising program across different platforms to reach a wider job-seeking market and a UK-wide headhunting program that leveraged all resources.

Success

We invited over 250 relevant candidates from public and private sectors and narrowed down the field to eight through a structured interview process. Eden Scott managed a complete assessment center, including psychometric testing, and provided candidate reports at the end.

Two candidates were deemed suitable, and one was successfully appointed. The appointed candidate made significant progress on one of the largest digital transformation programs of its kind and had a profound impact on NSS.