

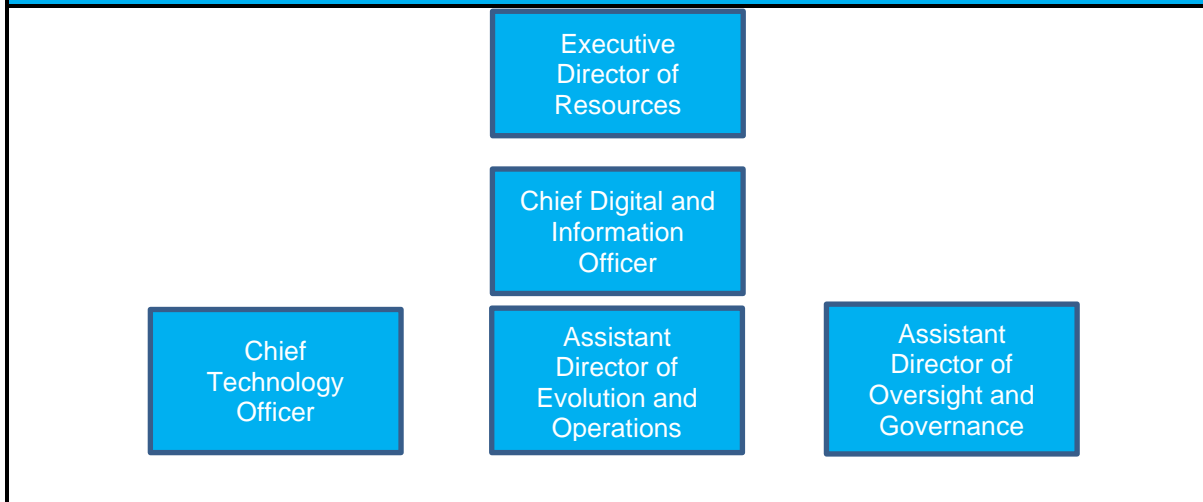
JOB DESCRIPTION

Job Title	Chief Digital and Information Officer
Directorate	Resources
Division	Digital and Technology
Grade	M

DBS Check Required	None
Politically Restricted	Yes

Responsible to:	Executive Director of Resources
Employees directly supervised (if applicable):	3 Direct Reports Circa 120 in the service

Family Tree (job titles only, no employee names)



1. JOB PURPOSE:

- Drive the performance of information, digital and data services through appropriate leadership, performance and resource management at a strategic and operational level, ensuring the efficient and effective delivery of the services that meets the needs of the Council, including our community and other stakeholders.
- To provide strategic leadership for the digital, information and data services that enable the delivery of the Council Plan and Values, organisational strategies and policies.
- Act the professional lead for the Council, providing guidance and expertise to the Leadership and Executive Management Teams and all Directorates, contributing to improvements in service delivery, performance and accessibility.
- Ensure the provision of efficient and effective functions through resilient and secure systems to achieve organisational objectives and meet service user needs.
- Provide leadership, strategic advice and robust oversight on all aspects of digital, information and technology provision, including the security, governance, and service management of systems, networks, digital platforms and associated programmes/applications.
- Provide leadership and innovation to develop capabilities to build and exploit innovative digital platforms, new tools, a resilient physical infrastructure, an effective operating model, and appropriate knowledge resources to meet the strategic aims of the Council, enabling services, our community and other stakeholders to engage with and access services.

2. DESCRIPTION OF DUTIES:

Strategic Responsibilities:

1. To provide leadership and strategic direction on the full range of activities and related programmes and projects within the Directorate.
2. To develop and own strategies and policies that will deliver the highest standards of performance to meet client needs, customer service and access to tech based services internally and externally.
3. The development and formulation of strategy, policy and the future direction of the service and ensure that the Council and other stakeholders benefit from improvements in technology and all the services are compliant with recognised external industry best practice, regulations and legislation.

4. To contribute to the delivery of the Council's challenging financial strategies and ensure compliance with the boroughs' Financial Regulations and other constitutional arrangements.
5. To maintain a service plan that is aligned with the Council's Medium Term Financial Strategy, identify and deliver savings to meet corporate targets and recommending opportunities to achieve efficiencies through better use of technology.
6. To establish collaborative working opportunities with partner organisations, central government, other local authorities and external bodies that will bring added value to the borough and enhance its reputation.
7. To ensure appropriate representation for the Council at national, regional and sub-region levels.
8. To fully participate in the Resources Directorate Management Team and Corporate networks, taking an active interest and ownership of shared and individual priorities within the group.

Service Management and Operational Responsibilities:

1. Provide advice to Lead Members, Communities, Executive Management Team, Directorates across the Council and stakeholders on IT, digital, data and technology matters.
2. Monitor, review and report on performance against agreed strategies and plans, service standards and approved budgets in order to ensure the delivery of appropriate services within available resources, presenting reports to Committees, Management Teams and Corporate Boards as necessary.
3. Provide direction and leadership to all staff within the division, as well as ultimate oversight of any contracted provision and consultancy resources.
4. Be the subject matter expert for digital, data and information technology services and provide professional leadership and corporate governance for ICT systems and security issues across the Council and, where appropriate, our partners and other stakeholders.
5. Ensure that the Division delivers the technology services and digital platforms that Corporate and Directorate clients need, in a resilient, timely, efficient and cost effective manner. This includes the requirement to actively manage and understand risk.
6. Ensuring an appropriate suite of Digital, Data, Information Security and Technology policies and processes are in place to mitigate risk and maintain compliance, Driving and promoting cultural alignment and compliance to these policies across the organisation
7. Participate in general corporate management activities through leading and

- participating in corporate working groups as required, leading and directing initiatives as required.
8. Represent the Council on external groups/project boards taking the chair as required.
 9. To keep under review and develop the structures, procedures and working methods for which the post holder is responsible to ensure an integrated, effective and efficient approach to service delivery that maximises the use of new technology and deliver better value for money.
 10. To ensure staff are recruited, managed and developed, and that effective arrangements are made for the training and development of staff in accordance with the Council's HR&OD policies and guidance.
 11. Actively seek to implement the Council's Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
 12. Actively seek to implement the Council Equal Diversity and Inclusion Strategy and Policies, to promoting inclusion and equality of opportunity in relation in relation to management of staff and services.
 13. Ensure effective management of all projects and programmes undertaken within the Division, from design to post-implementation, ensuring risks are appropriately managed and requirements and resources are proportionate to clear outcomes sought.
 14. Actively participate in the Council's business continuity and civil contingencies planning, including participating in the Silver Rota and supporting responses to major incidents.
 15. To undertake any other duties that may reasonably be requested appropriate to the grade.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Chief Digital and Information Officer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	<p>Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
B	<p>Qualifications</p> <ul style="list-style-type: none"> • Successful professional and functional leadership in this field at a senior level within an organisation of similar size and complexity.
C	<p>Skills; Experience and Attitude</p> <ul style="list-style-type: none"> • Substantial and demonstratable experience of leading, transforming and developing an information technology, digital and technology function in a large, complex organisation. • Managing in a professional environment, including governance and resource prioritisation, strategy formulation and delivery. • An understanding of key digital, data and information management standards, including but not limited to ITIL, PRINCE, and SFIA, and how they can be used to inform the design, management and continuous improvement of related services. • Experience of successfully delivering strategic transformation and change initiatives to achieve organisational objectives that deliver measurable improvements in performance and culture.

	<ul style="list-style-type: none"> • Demonstrable success in leading and inspiring teams to achieve service objectives, implement sustainable service improvements and achieve outstanding results. • Proven ability to work collaboratively with a wide range of stakeholders and partners to build a culture that recognises the needs of clients and customers. • A clear understanding of the key challenges affecting local government and wider public sector service delivery, demonstrating awareness of the contribution information technology related services can make in the context of this Council and our community. • Evidence of promoting and demonstrable commitment to equality and diversity in service delivery and employment. • Proven ability to manage operational services, contracts, programmes and projects that achieve stakeholder needs and represent value for money. • Demonstrate an awareness of the skills required and approach need to operate successful in a political environment in an organisation that serves a multi-cultural and diverse community. • Exceptional interpersonal skills enabling collaboration and engagement at all levels internally and externally with relevant partners and stakeholders. • Experience developing strategies and policies related to information security, management, handling sensitive and confidential data, including the requirements of the GDPR. • Proven procurement, contract management and negotiation skills.
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Our Values & Behaviours	
D	<div style="background-color: #00bcd4; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 10px;">PUTTING COMMUNITIES FIRST</div> <ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	<div style="background-color: #4caf50; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 10px;">RESPECT</div> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us.

	<p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
<p>F</p>	<div style="text-align: center; border: 1px solid black; background-color: #00AEEF; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;"> <p>INTEGRITY</p> </div> <ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
<p>G</p>	<div style="text-align: center; border: 1px solid black; background-color: #00B050; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;"> <p>WORKING TOGETHER</p> </div> <ul style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.