

Job Specification

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| **Job Title: Service Director - Technology and Digital Transformation** | | | | | |
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| **Grade: E** | | **Job Evaluation Code:** | | | |
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| **Reporting to:**  **Chief Executive** | | **Manager’s Grade:**  **CX** | | | |
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| **Location:**  Wakefield District | | | | | |
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| **Service Area:**  Technology and Digital Transformation | | | **Service Directorate:**  Chief Executive Unit | | |
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| **Workstyle:**  Office based | | | | | |
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| **Overall Purpose of the Post:**  Lead, champion and drive the development of service change through the conversion of data into intelligence and the clever use of technology.  To develop, implement and deliver the Council’s Technology Strategy to aid transformational change including:   * Digital services - improvements to customer experience, workforce management and deployment, business intelligence for decision-making and collaboration while reducing technology complexity, risk and future cost increases. * Culture - advise and assist in the strategic development of objectives, plans and policies and take a leading role in changing the culture of the Council towards a more customer focused and performance driven organisation. * Digital community - Encourage the delivery of high quality digital infrastructure and enhance digital skills of residents and business to drive digital inclusion across the district * Partnership Working – building relationships with partner organisations to ensure delivery of joined up digital solutions.   Ensure that the Technology and Digital Transformation service acts as an enabler for improvement as well as undertaking the important job of ‘keeping the lights on’. Identifying how services could improve based on technological advances as well as providing transformative IT solutions for the workforce, customer and district.  To assess and understand the current digital technologies position and make recommendations to improve and deliver efficiencies that ensure the Council is fit for the future.  To be the professional and strategic lead to develop and harness new approaches and to lead in the research and horizon scanning to identify and evaluate emerging technologies. To use these to support improvements and organisation wide change and deliver outstanding technology services to staff, customers and partners.  To lead Technology and Digital Transformation discussions at senior management level, ensuring understanding of needs and resources and delivering successful outcomes while at the same time delivering robust and resilient systems that maintain day to day council operations building a robust and resilient technology infrastructure to ensure the smooth running of BAU operations.  To lead on cyber security across the council, ensuring it meets all required standards and protects the council’s information.  To lead and manage the Technology and Digital Transformation function. | | | | | |
| **Requirements for the post.** | | | | |
|  | **Essential** | | | **Desirable** |
| **Qualifications/ Training** | Educated to Degree level or holds a professional qualification or significant experience of working in a relevant field at a senior level | | | Professional qualification i.e FBCS, CITP or equivalent |
| **Knowledge** | Practical knowledge and experience of digital edge thinking  Highly developed knowledge and understanding of excellent customer experience  Evidence based knowledge in how to build understanding of digital opportunities across a large, complex organisation | | | A good understanding of issues facing local government and the way in which local government broadly operates |
| **Experience** | Significant experience leading and managing a multi-disciplinary team  Extensive technical leadership experience with a proven record of delivering sophisticated, forward thinking business enabling Technology solutions to meet the needs of the business and customers  Evidence of success in developing and implementing strategies and change management programmes across both organisational and partnership boundaries  Successful track record of managing continuous improvement programmes  Able to demonstrate evidence-based decision-making and the use of intelligence to make improvements  Experience of working in a political environment | | |  |
| **Physical Skills** |  | | |  |
| **Competencies and other skills required** | Leadership  Proven ability to lead and manage teams to motivate, enthuse and drive individuals and create a high performing service within a Performance Management framework  Evidence of being an accomplished and ambitious technology leader with a track record of delivering organisation wide transformation  Proven ability to lead and manage in a time critical, efficiency driven environment  Proven ability as a strong networker with the skills to influence and persuade others both internally and externally  Proactive and innovative, able to challenge the status quo  Forward planning and delivery  Ability to create and deliver a forward thinking, innovative Technology and Digital Strategy  Analytical skills and logical approach to implement processes to ensure that projects are successfully managed and implemented  Strong business planning and management skills, including planning competing priorities and resources, whilst delivering efficiencies  Ability to plan and structure work to achieve Corporate, Directorate and Partnership objectives within financial constraints and timescales  Ability to make timely decisions within a risk management framework  Ability to plan and develop the service in a commercial way and in line with Council Key Priorities and Service Plans  Customer focused results driven approach to service delivery.  Ability to think and act strategically, responding quickly to changing circumstances, whilst maintaining a clear view of overall priorities  Communication  Ability to communicate complex information both orally and in writing in a clear, articulate, balances and succinct way to a range of audiences, both internal and external  Ability to quickly gain professional credibility across the organisation and externally and influence effectively  Customer focus  A commitment to respond to service user and partnership needs and proactively manage expectations  Ability to advocate and present complex issues to a range of stakeholders  To put the customer first  Continuous improvement  Recognise and promote the importance of continuous improvement | | |  |

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| **Key Outcomes/ Activities**   1. To be responsible for the development and implementation of the Technology and Digital Transformation Strategy ensuring that it aligns with corporate priorities. Ensuring that the strategy also supports the enablement of transformational service change. 2. To provide leadership for both Corporate and Service specific transformational change programmes with the aim of maximising efficiency, modernising services and achieving better outcomes and opportunities for service users and customers. 3. End to end delivery of Digital Transformational programmes inclusive of customers, stakeholders, partners, vendors and technical management 4. Develop the key digital and technology competencies to enable the delivery of the transformation agenda, including business analysis, testing, agile delivery and architectural practices 5. To support and challenge the organisation to create and make evidence-based decisions. 6. To ensure all Technology and Digital Transformation employees are managed within the performance framework of the Council. 7. To develop, manage and chair the Corporate Technology Board, to ensure all new systems, renewal of contracts and developments are scrutinised prior to approval. Ensuring a robust business case is developed for each system that details the benefits and efficiencies that will be achieved. 8. Lead on Information Security for the Council, including the annual reaccreditation of the Council’s Public Services Network (PSN) compliance which facilitates and enables continued cross public sector working. 9. Identify and evaluate opportunities for the delivery of Technology services through partnership and collaboration to deliver efficiencies and improve service delivery. 10. To work with customers/partners to maximise the benefits of technology through automation, integration and implementation of efficient end to end solutions 11. To lead on identifying and evaluating emerging technologies and how these might support improvements in the delivery of Council Services, including opportunities to exploit Cloud-based technologies, mobile technologies and infrastructure developments 12. Lead on the delivery of strategic Technology initiatives with public sector partners at a local / regional / national level, including local authorities, health partners, Schools, YPO and WYJS 13. Ensure the Council has access to effective resources to enable the design and implementation of new interfaces and essential software to support the effective and efficient integration of the Council’s core business systems. 14. To be responsible for the management and development of systems and initiatives supporting the quality of the Technology and Digital Transformation service delivered. 15. To ensure Business Continuity Plans are developed and in place for each system and reviewed on a regular basis. 16. To ensure that appropriate governance arrangements are established for the monitoring and control of project delivery, including the establishment of project boards where necessary. 17. To ensure that comprehensive project, quality, and risk plans for projects of a strategic nature are prepared and maintained. 18. To ensure Technology and Digital Transformation provides a high quality service to customers through pro-active reporting and monitoring of performance against targets, including internal KPIs, agreed SLAs and benchmarking against other public services organisations (both regionally and nationally) and ensuring the necessary improvements are made when a gap or opportunity for improvement is identified. 19. To lead, manage and motivate the multi-disciplinary Technology and Digital Transformation teams within the Council’s Performance Management Framework, ensuring a consistent and fair approach which develops potential and maximises everyone’s contribution to the delivery of the Council’s District Outcomes Framework and Council Priorities 20. Ensure that the Council’s Constitution and policy framework are adhered to in order to manage risks, meet legal obligations and ensure the Council is kept safe and maintaining a good reputation by   a. Enforcing the implementation of Council policy within Technology and Digital Transformation and ensuring it is complied with (both from a procurement and usage perspective)  b. ensuring decisions made are supported by relevant evidence  c. ensuring that the working environment for Technology and Digital Transformation staff is in accordance with Council Health and Safety policy   1. To work alongside the Senior Information Risk Owner (SIRO) on matters relating to data security and overseeing the provision of a defence in depth approach to protecting the Council from cyber threats. 2. To be responsible for the management of Technology and Digital Transformation budgets including delivering services within agreed budgets, demonstrating improvement and providing advice and guidance on any other Technology spend across the council to ensure it is fit for purpose and compliant with Council requirements   **The duties and responsibilities highlighted in this Job Specification are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.** |
| **Responsibility for Resources**  Physical and Virtual data centres hosting the Council’s entire IT infrastructure.   * Corporate connectivity to over 95 different sites/locations * Circa 5,000 desktops and laptops enabled by flexible working technologies * Telephony for over 3,500 fixed phones and 3,000 mobiles, of which over 2300 are Smartphones * Secure delivery of approximately 10m inbound and 5m outbound email messages annually * Blocking of on average over 2m email threats and 150,000 network attacks annually * Over 425 servers * Over 130 terabytes of data * More than 400 business and corporate systems and applications * Nearly 40,000 service desk incidents/faults, requests for service, and requests for change annually * Over 70 projects annually. |
| **Employees (Supervision):**  The postholder will have overall responsibility for the Technology and Digital Transformation Service totalling in excess of 130 FTE. |
| **Financial:**  Technology Services Budget £11m  Capital Budget £3.5m  Category Spend £9m  Digital Fund c.£4m |
| **Customers and Clients:**   * To provide professional and technical advice to senior officers of the Council at the Corporate Management Team (CMT) meetings, Cabinet meetings and joint Cabinet/CMT strategy meetings. * To provide professional and technical advice and maintain excellent internal and external communications with Members, Senior Officers, Customers and Partners, staff and advisers of regional and national bodies and other local authorities. * To support existing and develop new partnerships. * To represent the Council on local, regional and national bodies. |

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| **Working Conditions:** |
| Hybrid working with requirement to travel to office sites to meet operational demands when required. |

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| **Characteristics of the post:**  Employees are encouraged to participate in training activities in order to enhance their own personal development.   * This is a politically restricted post.   **The employment checks are required:**   * **Evidence of entitlement to work in the U.K.** * **Evidence of essential qualifications – see page 1 of this job specification** * **Two satisfactory references** * **Confirmation of medical fitness for employment** * **Registration with appropriate bodies (where applicable)**   **The following employment checks are required for those positions which are based in a school or working with vulnerable young people and adults:**  **Evidence of a satisfactory safeguarding check e.g. DBS check at the relevant level** |
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| Date completed: April 2023 |