

# Director of IT and Digital Services

- Grade: CO2
- Reports to: Corporate Director of Resources
- Direct reports: 7
- Service area: Islington Digital Services
- Directorate: Resources

## Our mission

We are determined to create a more equal Islington, where everyone who lives here has an equal chance to thrive.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

[Watch our video](#) to hear more about our mission and how you can help us achieve it from the Leader of the Council, Cllr Kaya Comer-Schwartz.

## Overview of the role

The Director of IT and Digital Services at Islington Council is a strategic role focused on leading transformative initiatives in technology and digitalisation. The postholder will be responsible for crafting a forward-thinking ICT strategy and working collaboratively to design a Digital Strategy that benefits the residents. This leadership position needs innovative thinking to challenge conventional approaches and drive the Council's key objectives, ensuring the delivery of exceptional digital services.

## Key responsibilities

- To lead a team of highly skilled and specialist subject matter experts, covering technology architecture design, enterprise planning, programme delivery, operational services, commercial and risk management, who together translate business objectives into technology solution designs and deliver them to meet business outcomes.
- To provide leadership and direction to Islington Digital Services (IDS) for technology solutions design and management to maximise the potential technology can offer for the council and deliver best value for the investments made.

- To advise the Corporate Management Board and Members on the alignment of strategic direction of technology design and delivery to meet the business needs of the council. To protect our investments in technology and the integrity of services through sound enterprise management and forward planning to keep pace with and maximise opportunities from digital and technological evolution in the marketplace.
- Accountable for the development and management of IDS's relationship with the council as the strategic lead adviser on technology and digital solutions to support service transformation and delivery, including measurable and agreed roadmaps for future direction.
- Establish and embed a culture within IDS, which is customer focussed and accountable, demonstrates a sense of urgency and places a high emphasis on risk management and ensuring the right business changes are identified and prioritised to deliver maximum value utilising industry best practice principles where appropriate.
- Lead on continuous improvement initiatives across IDS including the identification of root cause issues impacting service performance and business change and taking into account the current and aspirational maturity level of the organisation.

## Main Areas of Responsibility

- Set a clear strategic vision for the digital services in conjunction with the Corporate Management Board.
- Drive transformation, innovation and continuous performance improvement across all ICT and digital service areas to ensure modern, value for money and high-quality service provision.
- Develop more commercial approaches to service delivery and lead the organisation through the design and implementation of these to ensure a sustainable future for the digital services.
- Ensure strong and visible leadership in setting the strategic direction for digital service, encouraging key service leads to motivate and inspire their teams.
- Drive a high-performance culture ensuring that employees are engaged, empowered and motivated to meet their individual potential and are well-supported to deliver ICT and digital services.
- Develop and maintain effective relationships with stakeholders.
- Develop and maintain a resilient and high performing IT ecosystem so that technology empowers the day-to-day activities of council staff and partners as they support residents with effective services.
- Ensure that the IT operating environment achieves and maintains PSN (Public Service Network) compliance and has in place an effective Cybersecurity policy and practice, so that the information we hold is protected effectively and the council can exchange data with other Public Service agencies.
- Maintain service management processes based on the ITIL service management standards, so that the IT services are delivered in a predictable, customer-focused way to

LBI staff, collaboration-partners, and residents; and incidents are resolved within agreed service levels.

- Maintain an effective Programme Management Practice so that the organisational change and transformation programme is successful and underpinned by technology capability.
- Maintain proactive budget monitoring so that the Digital Services expenditure is authorised and within budget – actively managing pressures and prudently harvesting savings. Act collegially so that impacts on other budget holders are signalled early. Engage suppliers with commercial acumen and prudent levels of risk so that best value for money is achieved for the council and residents.
- Manage a net revenue budget of £14.6M with costs recovered from other directorates.
- Engage with the Council’s Senior Leadership Team to understand their strategic intent and create supporting technology plans and application roadmaps so that technology delivery moves from ‘reactive’ to ‘planned’ and is underpinned by a reliable 5-year budget forecast.
- More strategically, engage with the Council’s Senior Leadership Team to understand and co execute their Digital Transformation agenda so that services to residents are:
  - truly digital – personalised and completed in real time.
  - accessible to all residents.
  - provided through collaborative agency partnerships.
  - efficient, effective and demonstrate a ‘one Council’ engagement with residents.
- Build a ubiquitous platform for digital service delivery on cloud-based industry-standard platforms so that:
  - new services for residents and staff can be commissioned quickly and cost effectively – building on past capability without creating legacy.
  - the digital ecosystem remains secure, sustainable, and cost-efficient.
  - information and the personal data of residents can be managed and protected as required by law.
- Build a Digital Services workforce that:
  - is flexible, agile, and innovative.
  - is appropriately skilled and trained.
  - is committed to outcomes for residents.
  - creates, values, and utilises internal relationships.
  - can flex up or down through effective supplier arrangements.
  - has a high level of organisational engagement.
  - has a low level of unwanted attrition.

- equipped to predictably deliver quality outcomes for our internal customers and external stakeholders, especially residents.
- To support and encourage staff to be creative, flexible, and committed to providing solutions to the needs of the business and to relate to their customers in a clear, friendly and prompt manner.
- To be responsible for the recruitment, development, and training of staff and for managing their performance to meet organisational objectives.
- To ensure effective communications with colleagues and service users to improve satisfaction and reduce avoidable contact.

## Leadership

As a member of the council's management team, to contribute proactively to the collective leadership for the council, working collaboratively with Members, services across the council, partners and stakeholders to deliver the council's objectives and priorities.

To drive positive cultural change, embodying and promoting the values and behaviours of the council and empowering staff to reach their full potential. Ensure that the performance and development framework is effective for all staff.

To lead on and ensure the effective implementation of corporate initiatives and transformation programmes that cut across the whole or part of the council's activities.

## Resources and Financial Management

Ensure effective Financial Management, cost controls and income maximisation in an ever-changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

## Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

# Person specification

You should demonstrate on your application form how you meet the criteria. Please ensure you address all the criteria as this will be used to assess your suitability for the post.

## Essential criteria

### Qualifications

Essential criteria	Criteria description	Assessed by
E1	Educated to degree level or equivalent or relevant professional qualifications. Evidence of continuing relevant professional and personal development.	Application

### Experience

Essential criteria	Criteria description	Assessed by
E3	Knowledge and understanding of the major issues facing the ICT and Digital sectors. General understanding of legislation, especially that linked to ICT and digital standards and intervention.	Application/Interview
E4	A record of effective leadership and delivery at a senior level which demonstrates: <ul style="list-style-type: none"><li>• Taking corporate responsibility</li><li>• Delivering results</li><li>• Flexing the style and approach</li><li>• Flexibility and personal resilience to adapt as necessary to business challenges</li><li>• Providing systems leadership</li><li>• Resilience, drive energy and enthusiasm</li><li>• Motivating and empowering / works through others.</li></ul>	Application/Interview
E5	A successful record of leading, motivating and managing a team of senior staff, to achieve continuous improvement and deliver	Application/Interview

Essential criteria	Criteria description	Assessed by
	excellence across professional and support services.	
E6	Sound political and organisation awareness with a good understanding of the political perspective and experience of giving professional advice.	Application/Interview

## Skills

Essential criteria	Criteria description	Assessed by
E7	Specific skills and proven experience in the following: business development (or relevant if not in the commercial sector), efficiently delivering an organisation's vision, values and strategic objectives, leading the transformation of an organisation or commercial company, financial management of a trading company/organisation	Application/Interview
E8	Commercial acumen to broker and manage future business development as well as driving creative solutions for new challenges.	Application/Interview
E9	Excellent communication, interpersonal, negotiation and influencing skills with the ability to build credibility and confidence to persuade and influence key stakeholders.	Application/Interview
E10	Ability to work collaboratively as part of a team, across the Council and with partners and stakeholders, to gain and retain the confidence of colleagues, to secure a shared and strategic approach and take joint responsibility for decisions as appropriate.	Application/Interview
E11	Excellent organisational, project management, performance management and financial management skills with a methodical approach to ensuring high standards.	Application/Interview
E12	Extensive experience of financial budgeting, planning, forecasting, analytics and	Application/Interview

Essential criteria	Criteria description	Assessed by
	management reporting across complex service environments.	

**Special requirements of the post (delete if they do not apply)**

Essential criteria	Criteria description
13	This post is subject to the council's declaration of interest procedure.
14	This post is designated as politically restricted

## Our accreditations

Our accreditations include: the Healthy Workplace award; Timewise; London Living Wage Employer; Disability Confident Committed; The Mayor's Good Work Standard; Stonewall Diversity Champion; and Time to Change.

