

# Slough Borough Council

## Job Description

Job Description Reference: S&T 1-0

Date: June 2023

Post Pay Level: SML 14

DBS requirement:

**Job Title:** Director of Digital, Data and Technology

**Responsible to:** Chief Executive

**Responsible for:** ICT & Digital Service

As the council's Director of Digital, Data and Technology and a member of the Chief Executive's Office Management Team, this post is directly responsible for:

Number of reports:

Direct reports: 5

Indirect reports: c. 50

**Total Managed: c. 55**

### Financial Responsibilities:

Revenue budget of £5m

### Main purpose of Job:

To lead the council's ICT, digital, and data capabilities. This includes developing and implementing strategies relating to technology, digital, data, and information governance. The postholder achieves this through the effective leadership of a 50-person ICT & Digital Service, while influencing the way technology, digital and data are used across the organisation.

### General Accountabilities:

- **Strategy development**

Help shape the direction of the council to drive forward the public service reform agenda and ensure delivery of its priorities and value to residents. Provide a strategic vision for the future development of the service to enable the council to meet its future challenges, fostering a culture of continuous improvement.

- **Corporate leadership**

As a senior leader working as part of a wider leadership team across the council, work together take collective responsibility and drive forward a range of cross-council initiatives which are required to ensure changes are embedded in a sustainable way throughout the organisation. Provide corporate leadership that encourages our staff to recognise their contribution to the strategic objectives the council has set.

- **Service leadership and management**

Lead the integrated delivery, improvement, management and performance of the service, commissioning and directing activity within the council and externally as required, and ensuring overall objectives are translated into effective plans and that the service is efficient and locally responsive. Provide inspirational and professional leadership to staff, strengthening skills and competence and fostering a strong culture of standards, performance and accountability.

- **Resources / Financial management**

Ensure tight budgetary control and prioritise use of resources and assets to support the delivery of the council's corporate vision and help ensure that the council receives value for money from its expenditure. Drive and/or support the development of outcome-based commissioning models to better ensure strong price competition and transfer of risks through contracts with third parties. Champion and drive the development of commercial opportunities where appropriate.

- **Partners and stakeholders**

Actively engage, communicate and influence within the council, across partners and with the wider local and central government community to champion the council's approach to unified public services. Foster the bringing together of local services and decisions across agencies to reduce demand and help communities more independently support themselves.

- **Business change**

Lead, develop, implement and review change management programmes to deliver continual improvement. Assist the Chief Executive and Executive Directors in developing a single council-wide corporate culture to engender a strong and shared approach to delivering services and provide better support for staff to deliver savings.

- **Compliance**

Ensure that all activities within the service comply with the council's Constitution, Standing Orders, financial regulations, health and safety and safeguarding responsibilities and that effective systems operate within the service to manage performance and risk.

- **Equality and diversity**

Uphold and promote the aims of the council's equality and diversity policies to ensure non-discriminatory practices in all aspects of work, and that diversity is embedded in everything, from workforce planning and policy development to service delivery.

## **Specific responsibilities**

1. To lead an effective ICT & Digital Service, taking accountabilities for all aspects of planning, finance, performance, people, change and risk management within the service. In doing this, the postholder will ensure delivery of the highest quality service that can be provided to customers with the resources available.
2. To lead the development and delivery of the council's ICT and data strategies, including the 3-year ICT & Digital Strategy, and the (in draft) Data Strategy.
3. To lead the development of the council's ICT policies and hold ultimate accountability for compliance with these policies across the organisation. Such policies include but are not limited to information governance and information security policies, data protection and GDPR compliance, cyber security, ICT usage policies.
4. To contribute to the council's corporate plan and the business plan for the Executive Director's wider department, specifically contributing advice and formulating strategy relating to digital, data and technology initiatives.
5. To provide expert advice and guidance on matters of technology, digital, information, data management, data protection and ICT security to the council's most senior stakeholders, including the Corporate Leadership Team and Cabinet.
6. To instigate, influence and ensure the success of technology-enabled change across the council and with partners. The postholder will both lead a service that is responsive to change initiated by other leaders and proactively initiate change, highlighting the opportunities that digital, data and technology provide the council.
7. To lead the development and delivery of the council's ICT portfolio of projects, which is a comprehensive plan of programmes and projects over a rolling 3-year timeframe with a typical annual budget of +£1m.
8. Ensure that corporate information governance processes are managed effectively. This includes the response to all subject access requests (SARs) and related data protection act obligations, freedom of information requests (FOIs), customer complaints, and member casework
9. Chair the Data Strategy Group, ensuring that the data management lifecycle is clear, and accountabilities set appropriately across the Council.
10. To take decisions of significant impact, including financial delegation of up to £100k. Such decisions will be informed by collaboration and engagement with other colleagues and made within the boundaries council's Constitution and financial framework, but the postholder is ultimately accountable for making such decisions.
11. To lead multidisciplinary teams to plan, procure and negotiate commercial arrangements with technology and outsourced service suppliers to ensure council objectives are achieved, quality services are delivered, risks are managed and best value for money is achieved within the council's budgetary constraints. The postholder is accountable for ensuring these outcomes are achieved, leading and guiding others who will undertake the underpinning work.
12. To represent the council and promote its interests in local, regional and national collaboration forums. This will include engaging with peers in other authorities, NHS organisations, government departments and private sector organisations.
13. To undertake any other duties commensurate with level of responsibility of the post.

## Person Specification- Director of Digital, Data and Technology

Qualifications	Essential Desirable
Educated to degree level or equivalent experience.	E
Post graduate level leadership or management qualification (Master of Business Administration, Diploma or Certificate in Management Studies)	D
ITIL Foundation Certificate	E
ITIL Practitioner/Managing Professional/Master level certification	D
Qualifications in common project and portfolio management techniques (PRINCE, MSP, MoP, Agile or Scrum)	D
Evidence of continuous professional development which reflects commitment to effective management in a large organisation.	E
Experience	
Substantial leadership experience with evidence of successfully leading a high performing ICT service. This could be an internal service or as a supplier to others.	E
A proven track record of successfully managing finance, risk and performance within the context of a demand-led but resource-constrained service.	E
A proven track record of leading transformational change, both within an ICT service and using technology to drive and enable change across an organisation.	E
A proven track record of developing and delivering strategies relating to digital, data and technology; postholder will be able to evidence the positive outcomes achieved	E
A proven track record of leading a customer-focused, high-performance culture, including workforce planning, objective setting, performance management, motivating and inspiring a diverse group of staff with different backgrounds and career goals.	E
Experience of working in a political environment such as executive boards, local or central government or NHS	D
Can demonstrate political acumen and aptitude to adapt to a political environment	E
Skills and abilities	
Strategic thinking and planning, able to develop clear strategies at organisation-level to achieve outcomes over a medium-to long-term timeframe, typically up to 5 years	E
Business planning, able to develop clear business and operational plans for the delivery of a high-quality internal support services to customers	E
Excellent written and verbal communication skills, able to translate complex technical concepts into simple, clear insight and advice for a diverse range of audiences	E

Ability to work collaboratively, working across departmental and organisational boundaries to develop shared solutions to deliver wider borough goals	E
Excellent negotiation skills and evidence of having successfully applied these internally (in building excellent stakeholder relationships) and externally (in driving value through supplier relationships)	E
Judgement and proportionality, able to manage competing priorities, quickly identify key factors and direct attention and resources appropriately	E
Excellent problem-solving skills, able to analyse complex scenarios and synthesise multiple strands of work into solutions that can be simply and clearly articulated to senior stakeholders including Elected Members	E
The highest personal integrity and loyalty, supportive to colleagues, with a drive to deliver corporately on the Council's vision and values	E
<b>Knowledge and understanding</b>	
Expert understanding of the opportunities of technology to transform public services and organisational performance; the postholder does not need to be a deep technical expert in particular technologies but must understand the opportunities provided by digital, data and technology and be able to communicate these effectively	E
Expert knowledge of best practice in ICT service delivery and technology-enabled transformation, as relevant to a local authority context	E
Good knowledge of the relevant legislative frameworks, including regulations relating to data protection and access to information; evidence of having successfully drawn on the expert knowledge of others to form opinions and make decisions	E
An understanding of, and a personal commitment to, the vision, aims, values and priorities of Slough Borough Council.	E