

## **JOB ROLE PROFILE AND PERSON SPECIFICATION**

Post Title and Number:	Head of Projects Delivery and Governance (50135380)
Present Grade:	Head of Service Level 3 (£81,393 to £98,406)
Department:	Resources
Service:	Digital Services
Reports to:	Chief Technology Officer

### **Introduction from the Chief Technology Officer – Adrian Gorst**

Thank you for your interest in joining Enfield Digital Services. We are recruiting a team to build firm technology and service foundations, develop our future strategy and empower our colleagues and residents to embrace the potential of digital.



While you may come from any background, you'll be motivated by delivering better public services at a lower cost through technology to support the Council's and our residents' ambitions.

You'll find we are already doing great work, particularly in embracing AI, and that there's plenty more to do, so you'll need to work collaboratively across Enfield Digital Services, the whole Council, and the wider public sector technology community.

### **Purpose of the role**

The Head of Projects Delivery and Governance reports to the Chief Technology Officer and is accountable for delivering technology change projects across the Council and managing Information Governance across the council, working closely with the Council's Data Protection Officer.

The role is responsible for ensuring that all projects are resourced effectively and deliver value for money for the Council within agreed budgets and timescales.

The role is responsible for developing, executing and managing the resource plan for the whole of the Digital Services.

The role will involve writing formal reports and business cases for the projects to obtain senior executives and political approvals for the projects. This will include application for the capital spend as necessary for the portfolio working collaboratively with other services to develop value for money proposals.

The role is responsible and accountable for leading on the Digital Services capital programme on behalf of the Chief Technology Officer to ensure that Digital Services have a clear plan that delivers value for money and is aligned to Council strategy and priorities..

The role is responsible and accountable for management of the information governance and data strategy across the council.

The role will be accountable for managing the FOIs that are direct responsibility of Digital Services.

The role will manage a team of around 30 colleagues with around 7 direct reports.

A critical part of the role is to work closely and collaboratively with the Head of Operations and Architecture and other managers within Digital Services in supporting overall delivery of the digital services to the internal Council colleagues and indirectly the residents of London Borough of Enfield.

This role may be required to deputise and act as the primary escalation point on behalf of the CTO as necessary.

### **Accountabilities and Responsibilities**

The remit of this role will encompass the following responsibilities:

- Prepare a forward plan of technology related projects for the council including specific infrastructure and security related projects.
- Formulate a clear resource plan to deliver the project and build business cases where necessary.
- Ensure the projects within the portfolio are delivered within the agreed timeline and budgets.
- Work in close collaboration with all stakeholders across the council to deliver projects within agreed timescales and agreed budgets.
- Accurately forecast the capital spend and relevant impact of the projects on revenue.
- Prepare a clear plan of the revenue impact in close collaboration with the Head of Operations and Architecture and business colleagues.
- Lead on the council's information governance function in collaboration with the council's DPO ensuring all information governance policies are always up to date.
- Assess and report breaches internally to DPO as required.
- Manage the project team and work in collaboration with the digital services colleagues across all teams to deliver the portfolio of projects on agreed timeline and within agreed budgets.
- Prepare the monthly performance reports for the Digital Services SMT and various other project/programme boards as appropriate.
- Maintain an understanding of trends and issues relating to policy and strategy, research, service improvement, value for money and ensure that these are well understood across the organisations in all proposed enterprise or solutions proposed by the team.
- Empower the capability and skills in the Enfield team to take the development of all recommendations across the New Initiatives Portfolio forward to meet new and evolving business requirements.
- To ensure that Chief Technology Officers and Cabinet Members receive robust advice and data analysis in a way that challenges current thinking and enables debate.

- To ensure a proactive approach is taken to data quality, and that a continuous improvement approach to data quality is adopted across the council.
- To work with colleagues and external partners to develop integrated approaches to performance management and data analysis across the borough.
- Motivate, lead and develop a team to support a culture of high-quality performance and continuous improvements.
- These tasks and objectives may be varied from time to time to meet the changing business needs and priorities of the Council.
- You will lead and manage all information governance activities and have responsibility for ensuring the organisation maximises the value of our information while minimising associated risks and costs.
- To lead the definition of a portfolio of programmes, projects, and on-going service provision
- engaging and influencing senior managers across the authority to ensure the portfolio will deliver the agreed business objectives.
- To plan, schedule, monitor and report on activities related to the portfolio to ensure that each part of the portfolio contributes to the overall achievement of the portfolio.
- To set strategy governing the direction and conduct of programme management, including application of appropriate methodologies. across the council.
- To plan, direct, and co-ordinate activities to manage and implement complex programmes from contract /proposal initiation to full integration with “business as usual”, aligning the programme objectives with business objectives across the partner authorities.
- Responsible for compliance with regulations, standards and codes of good practice relating to information security, information management, information assurance and data protection in the design of new solutions.

## Dimensions including structure chart

### 1. Annual budgetary amounts with which the role is either directly or indirectly concerned:

This will vary depending on the Digital Services priorities, projects and responsibilities of the role as this evolves. The current project portfolio exceeds £30m over five years, and the revenue IT costs are around £15m per year.

The post holder will ensure that any solutions recommended fall within or under the budget allocated and will drive efficiencies on solutions to reduce costs even further.

The roles require the candidate to have a good understanding of budget management and controls and capability of managing a capital and revenue account for their area.

### 2. Structure and reporting lines

The postholder reports to the Chief Technology Officer.

The post has following direct reports currently but this may change in time and will be required to manage other resources as necessary under matrix management as necessary.

- Information Governance Manager
- Business Change Manager

- Head of Business Portfolio
- Head of Corporate Customer Portfolio

## Key accountabilities

Accountabilities
1. Being a role model for the leadership behavioural competencies and cultural change, positively promoting the Council's standards and values through motivating the workforce and embedding a culture of data driven decisions making and outcome delivery to ensure the Council can deliver more with less.
2. Optimising the use of allocated resources through the planning, organisation, alignment and co-ordination of services within the remit to facilitate the delivery of seamless and effective value for money outcomes that meet all statutory and regulatory requirements and deliver the required service outcomes.
3. The organisation, development and alignment of teams within the line management remit to facilitate the delivery of integrated/seamless outcomes.
4. Developing, determining and ensuring performance objectives for teams within the management remit ensuring that these are understood and that appropriate output focused performance management measures are developed and effectively implemented.
5. Taking an active role in promoting, developing and progressing opportunities to engage/collaborate with colleagues and partners to facilitate the delivery of seamless value for money outcomes.
6. Ensuring effective performance management arrangements are developed and implemented to ensure that teams within the management remit deliver value for money outputs/outcomes.
7. Ensuring effective communication channels between customers and staff to ensure the quantity, quality and standards of service outputs are understood and delivered and that these channels provide effective opportunities for feedback.
8. Ensuring measures are in place to facilitate effective two-way communications and engagement of staff.
9. Ensuring all staff within the management remit are aware of and actively comply with the Council's standards, values and code of conduct, ensuring where necessary, the corrective action is taken.
10. Identifying areas for improvement in the service and developing appropriate initiatives to improve service delivery.
11. Any other duties reasonably requested by management
12. Carry out all accountabilities in compliance with the Council's Policies and Procedures
13. Providing active and committed support to all staff in the delivery of the corporate strategic aims.

## **Key relationships**

### Internal

Senior stakeholders across the council.

### External

London Councils and LOTI and other organisations including suppliers as necessary for projects.

## **Equality and diversity**

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

## **Health and safety**

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health and Safety Policy, Group Safety Policy and employee information leaflet entitled "Health and Safety Policy; Guidance on Staff Health and Safety Responsibilities".

## **Corporate Health and Safety Responsibilities**

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;
2. Following safety rules and procedures;
3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and
4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

- take part in safety training and risk assessments and suggest ways of reducing risks; and
- take part in emergency evacuation exercises.

Employees shall report all accidents, 'near miss' incidents and work related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health and Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Chief Technology Officer or Chief Technology Officer of the Council.

## **Information security**

To protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council's Information Security Policy.

## **Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice**

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children and Vulnerable Adults should be aware of and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.

## PERSON SPECIFICATION

**Job Title:** Head of Projects Delivery and Governance  
**Grade:** Head of Service Level 3 (£81,393 to £98,406)  
**Department:** Resources / Digital Services  
**Team:** Digital Services

KNOWLEDGE, SKILLS AND ABILITIES	HOW TESTED
<p><b>Job Specifics – Skills, Experience, Knowledge, Behaviours</b></p> <p><b>Essential:</b></p> <ol style="list-style-type: none"> <li>1. Substantial experience as a senior manager leading multiple teams within a large and complex organisation.</li> <li>2. Substantial experience at a senior level of delivering multiple technology projects and programmes in a large and complex organisation.</li> <li>3. Experience of managing capital and revenue programmes and projects at the value more than £6m a year.</li> <li>4. Experience of managing information governance function ideally in a public sector environment.</li> <li>5. Good knowledge of GDPR and DPO responsibilities.</li> <li>6. Demonstrable experience of leading at a senior level as part of, or with, a corporate portfolio change function, and the ability to effectively communicate with and influence key stakeholders in developing and managing the project portfolio.</li> <li>7. Agile, PRINCE2/PRINCE2 Agile Practitioner, MSP or equivalent certification</li> <li>8. Experience of managing service budgets more than £1m.</li> <li>9. The role will require excellent commercial and financial skills.</li> <li>10. Demonstrable experience of successfully delivering multiple projects and programmes in a large complex organisation.</li> <li>11. Strategic judgement and clear decision making.</li> <li>12. A high degree of personal and professional confidence with the ability to influence, persuade and negotiate with internal and external stakeholders.</li> </ol>	<p>Application and interview</p>

<p>13. The necessary leadership ability to inspire their team to work collaboratively with other enabling functions.</p> <p>14. High degree of commitment to delivering value for money for LBE residents.</p> <p>15. High degree of confidence when dealing with FOIs and any potential data breach situations.</p>	
<p><b>Competencies*:</b></p> <p><b>1. Influence</b></p> <ul style="list-style-type: none"> <li>a. Provide Leadership</li> <li>b. Build Relationships</li> <li>c. Communicating Information</li> </ul> <p><b>2. Solving Problems</b></p> <ul style="list-style-type: none"> <li>a. Intellectual Adaptability/Commercially Focused</li> <li>b. Investigating Issues</li> <li>c. Creating Innovation</li> </ul> <p><b>3. Adaptability</b></p> <ul style="list-style-type: none"> <li>a. Resilience</li> <li>b. Leading Change</li> <li>c. Giving Support</li> </ul> <p><b>4. Deliver Results</b></p> <ul style="list-style-type: none"> <li>a. Driving Success</li> <li>b. Planning and Managing Resources</li> <li>c. Political Awareness</li> </ul> <p><b>Candidates: Please ensure you address these behaviours in your responses to the essential and desirable (if applicable) criteria above.</b></p>	<p>Application and interview</p>
<p><b>Knowledge*</b></p> <p><b>You should be able to demonstrate core competencies and specialist discipline experience. The key qualities we are looking for are:</b></p> <ul style="list-style-type: none"> <li>1. Successfully delivering technology projects within a large and complex organisation.</li> <li>2. Understanding of the project delivery function in a large and complex organisation preferably within public sector.</li> <li>3. Demonstrable experience of working collaboratively with the business sections to identify and deliver projects on time and within budget.</li> <li>4. Experience of working with and collaborating across technical and project work streams to deliver results.</li> </ul>	<p>Application and interview</p>

<ul style="list-style-type: none"> <li>5. Experience of identifying, developing and transitioning knowledge to up-skill internal teams</li> <li>6. Good leadership skills</li> <li>7. Excellent oral and written communication skills with the ability to effectively influence wider stakeholders.</li> <li>8. Excellent stakeholder management with focus on nurturing and developing strong relationships</li> </ul>	
<p><b>Special requirements</b></p> <p><b>Candidates: Please note you will be expected to meet these requirements of the role and they will be explored with you at interview.</b></p> <ul style="list-style-type: none"> <li>1. Risk Management</li> <li>2. Presentation on viable solutions</li> <li>3. Proven Delivery with supporting documentation and handover process to BAU</li> <li>4. Leadership</li> <li>5. Availability to work out of hours, including weekends</li> <li>6. Availability to provide on call service</li> <li>7. Budget Management</li> </ul>	<p><b>Interview</b></p>