

JOB ROLE PROFILE AND PERSON SPECIFICATION

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| Post Title and Number: | Head of Operations and Architecture (50135379) |
| 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 Operations and Architecture reports to the Chief Technology Officer and has accountability for leading the technology operations and architecture function.

The role requires a broad range organisational and technical skills to lead the operations and architecture functions including technical architecture, cyber security and contracts management.

The includes management of the cloud and on-premise infrastructure, unified communications, networks, contract and supplier management, technical architecture, cyber and the busy Service Desk that manages incidents, service requests and equipment.

The role works closely with colleagues, stakeholders and governance teams as well as external partners and suppliers.

Accountabilities and Responsibilities

The role has joint responsibility with the Head of Projects Delivery and Governance for the annual service plan for Digital Services.

The role will be required to take lead responsibility and be the subject matter expert on all technical aspects of the infrastructure, architecture and security advising the Chief Technology Officer.

The postholder will be required to deputise for the Chief Technology Officer as necessary for resolving escalation and managing stakeholders.

The role requires management and delivery of the business systems portfolio across the council with key focus to improving digital architecture that delivers business outcomes and provides value for money.

The role will involve managing competing priorities and making tactical key decisions on regular basis.

The post holder will manage a team around 70 staff and up to eight direct reports. The role will also manage occasional specialist contractors including specialist resources from suppliers working in the team.

Digital Services operates 24 x 7 x 365 so there may be regular times when the post holder is required to be available on call- out of hours, including weekends, on a roster basis. The post holder will also need to ensure we have a team assigned to on-call and suppliers engaged to support them.

This role will encompass the following responsibilities:

- To lead and manage the council's Digital Service Operations to ensure it delivers business outcomes and provides value for money.
- To design the overall technical architecture function that builds modern infrastructure and digital architecture that is secure by design.
- To lead, plan, develop and deliver an expert professional Operations service that ensures the Council's core technology operations are highly available, functional and evolving so that high standard services can be delivered on budget to residents, businesses and visitors.
- To design, plan and deliver technology changes, with oversight of change advisory board.
- To manage the operations that includes service desk, infrastructure, architecture, security and applications support.
- To lead and manage the council's IT systems contracts that includes contracts and supplier management with a view to reduce costs whilst continuing to support critical business requirements.
- To design and deliver technology strategy that manages the infrastructure and end user compute operations.
- To maintain security compliant infrastructure which adheres to but not limited to security standards such as PSN and ISO27001.
- Deliver defined service levels in accordance with ITIL V3/4 or similar frameworks.
- Lead a team of technical specialist that can design and deliver fit for purpose digital solutions that are effective and efficient.
- To effectively manage the revenue budgets for the service and capital budgets for specific projects as necessary.

- To be the subject matter expert for all technical aspects of digital services delivery and provide advice and guidance to the council on best use of innovative technologies and horizon scanning for new innovative solutions.
- To review the council's IT & Digital systems providers to ensure we get value for money from our suppliers.
- To review the council's digital architecture and create a 'To Be' architecture that is fit for purpose for future growth of the digital landscape of the council.
- Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.
- To deliver an automated approach to performance, data and management information generation and distribution, including that for statutory returns.
- To ensure a proactive approach is taken to data quality, and that a continuous improvement approach to data quality is adopted across the council.
- These tasks and objectives may be varied from time to time to meet the changing business needs and priorities of the Council.

Dimensions including structure chart

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

This will vary depending on Digital Services priorities, projects and responsibilities of the role as this evolves. The current project portfolio exceeds £30m, and the revenue costs are around £15m per annum. The post holders 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 currently has following direct reports but this may change in time and will be required to manage other resources including under matrix management as necessary.

Direct reports:

- Senior Service Desk and EUC Manager
- Tier 3 Senior Infrastructure and Environment Manager
- Senior Business Apps Manager
- Commercial Manager
- Solutions Architect

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.

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| 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 & Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & 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 & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director 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 & 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

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Grade: Head of Service Level 3 (£81,393 to £98,406)

Department: Digital Services

| KNOWLEDGE, SKILLS & ABILITIES | HOW TESTED |
|---|----------------------------------|
| <p>Job Specifics – Skills, Experience, Knowledge, Behaviours</p> <p>Essential:</p> <ol style="list-style-type: none"> 1. Substantial experience as a senior manager managing technology infrastructure, operations, cyber security, architecture, applications and contracts in a large and complex organisation. 2. Proven experience of managing suppliers and technology system contracts. 3. Proven experience of managing an architecture practice. 4. Excellent knowledge of local government procurement processes. 5. ITIL V3/V4 foundation or higher, or equivalent training and/or certification 6. Good English literacy and numeracy skills. 7. Experience of managing and maintaining the infrastructure to an accredited standard or framework. 8. Experience in negotiating commercial agreements including out-tasking and software license agreements 9. Substantial experience of managing large budgets | <p>Application and interview</p> |
| <p>Behaviours</p> <p>Appropriate behaviours are key to the delivery of our vision for Enfield.</p> <p>We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels;</p> <p>Takes Responsibility</p> <p>We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.</p> | <p>Application and interview</p> |

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| <p>Is Open, Honest and Respectful We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.</p> <p>Actively Listening and Learning We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer’s point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.</p> <p>Working Together to find solutions We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.</p> <p>Candidates: Please ensure you address these behaviours in your responses to the essential and desirable (if applicable) criteria above.</p> | |
| <p>Competencies</p> <ol style="list-style-type: none"> 1. Influence <ol style="list-style-type: none"> a. Provide Leadership b. Build Relationships c. Communicating Information 2. Solving Problems <ol style="list-style-type: none"> a. Intellectual Adaptability/Commercially Focused b. Investigating Issues c. Creating Innovation 3. Adaptability <ol style="list-style-type: none"> a. Resilience b. Leading Change c. Giving Support 4. Deliver Results <ol style="list-style-type: none"> a. Driving Success b. Planning and Managing Resources c. Political Awareness <p>Candidates: Please ensure you address these behaviours in your responses to the essential and desirable (if applicable) criteria above.</p> | Application and interview |
| <p>Knowledge</p> <ol style="list-style-type: none"> 1. Understanding of IT Operations and Service Management in a complex and large organisation environment. 2. Detailed knowledge of the cyber security requirements in a large and complex organisation. | Application and interview |

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| <ol style="list-style-type: none"> 3. Proven experience of delivering an effective performance management. 4. Understanding of council services and public sector working practices. 5. Knowledge of complex digital and business systems infrastructure. 6. Clear understanding of architecture principles and architecture governance in a large organisation setting. 7. Good understanding of the public sector procurement practices. | |
| <p>Special requirements</p> <p>Candidates: Please note you will be expected to meet these requirements of the role and they will be explored with you at interview.</p> <ol style="list-style-type: none"> 1. Risk Management 2. Presentation on viable solutions 3. Proven Delivery with supporting documentation and handover process to BAU 4. Leadership 5. Availability to work out of hours, including weekends with appropriate notice or in an emergency. 6. Availability to provide on call service 7. Budget management | <p>Interview</p> |