Job Title:	Director: Essex Digital Service
Function:	Corporate Services
Document Date:	February 2024
Grade:	B1
Job Field:	Digital Services
Job Code:	23962

Job Purpose

Essex County Council is ambitious and by 2030 it will be one of the most forward looking, effective and financially sustainable Councils in the country. ECC will be a leading-edge digital council that drives excellent customer service with transformation at the heart of service excellence. This role is all about using methods of human centred design, service design and digital innovation to lead innovation and improve the experience of everyone who we support, whether they be staff, residents, or partners.

This Director role will need to be bold in delivering digital transformation and developing operational service excellence. This will include delivering high quality, accessible, repeatable and scalable solutions. All underpinned with a resilient and reliable infrastructure and operations.

As a respected and experienced leader, the Director: Essex Digital Services will use and draw on their expertise to drive and deliver an improved service for ECC which exemplifies digital innovation and high standards of technology and reduces risks and costs.

The role will be the digital ambassador for the service design profession within the Council leading on the delivery of digital transformation. Advocating the latest business, digital and technology trends and innovations, this role requires a high level of expertise, gravitas and collaboration to enable the Council to create a culture of digital innovation and working environment that supports creativity and embraces critical challenge to constantly improve its work in a digital workplace.

The role will ensure that the Council works efficiently and effectively by ensuring that all elements of the technology landscape, including digital solutions, deliver high quality outputs.

Organisational Accountabilities

Director roles can be appointed as appropriate as a member of the council's Corporate Leadership Team (CLT) and play an active role in the corporate management and development of the council as a whole. The role is accountable for:

- Being an exemplar systems leader – displaying the behaviours expected to support our vision and strategy with Cabinet, CLT, partners and employees at all levels.
- Working collaboratively across the council to support the delivery of best possible outcomes for our customers on a financially sustainable basis.
- Working collaboratively with the Chief Executive and Leader of the council, other members, partners and the community to support the long-term vision.
- Accountable for creating and proactively leading change initiatives which support our longer-term vision.
- Anticipating and predicting the long-term impact of national and international developments, within an area of expertise to inform the wider function and the council's strategy.
- Using sound commercial judgement to find novel solutions to emerging and complex issues.
- Maximising digital technologies and innovation across the council and with stakeholders and partners.
- Celebrating and considering equality and diversity as part of all decisions taken.
- Using professional expertise to translate the vision and strategy into strategies, goals and plans for the functional area.
- To manage relationships with customers, suppliers and partners to ensure the best outcomes for Essex.
- Being widely externally networked with fellow professionals, partners, stakeholders, and communities outside the council to evaluate and bring in and apply new practices.
- The role oversees service design recruitment, management, and development of a strong community of practice.

Service/ Functional Accountabilities

Accountable for setting the vision and strategic direction for the Council's Digital agenda organisation wide, including the development of a Digital Strategy and technology roadmap, defining the direction, highlighting timescales and costs to deliver and develop an affordable digital service. Working with Members, the Corporate Leadership Team and Senior Leaders across the Council to create and deliver leading edge cross-organisation transformation, digital design and continuous improvement strategies that define, enable, support, and deliver the Council's transformation plans.

Create and deliver leading edge cross-organisation digital, service design and continuous improvement strategies that contribute to the Councils overall transformation plans, whilst working systemically with partners and stakeholders across the Council and Essex to provide a leadership voice for digital, service transformation

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and continuous improvement enabling new ways of working, operating models and cultures to be developed.

To lead on the evolution of the Councils technology blueprint to ensure technical architecture works to support better digital services and service design. Improving how data will be collected, used, and protected and how we move from stand-alone systems to better integrated systems that support better services.

Provide leadership across the council to drive the council's agenda to improve ways of working in support of our cultural shift towards a culture of digital innovation and to enable effective and efficient processes to improve organisational performance.

Accountable for ambitious portfolio of digital solutions and programmes of work with significant budgets and associated contracts and suppliers, by deploying a high degree of commercial acumen, being an "intelligent client", alongside an understanding of cost/ benefit analysis and return on investment.

Accountable for driving a high-quality Essex Digital Service and ensuring value for money to ECC in all design, digital, and technology-based investments and operations, through strategically and tactically influencing the digital agenda across complex and technically challenging programmes.

Collaborate across ECC, the Essex system and across local and central government on digital innovations, as well as embed principles, standards and common approaches to digital strategy and delivery.

Responsible for the totality of the council's Digital and Technology spend, to ensure that it is efficient, effective, provides value for money and gives a clear understanding of the full costs of service delivery.

Specific individual and shared targets and objectives are defined annually within the performance management framework.

Dimensions

Budgetary responsibility *(direct or indirect impact)***:**

Staffing budgets of c. £12m per annum
Supplies and services budgets of c. £17m per annum
5-year investment programme of c. £35-40m

People management *(including direct reports)***:**

Six direct reports at Assistant Director or Head of Service level

Overall service headcount c. 250 FTE

Broad role with significant direct responsibility for ECC technology critical to the delivery of all services, having high impact on the definition and realisation of the council's transformation ambitions.

Skills, Knowledge and Experience

Educated to degree level or equivalent by experience.

Evidence of continuing professional development and expert knowledge in relevant professional area.

Proven success of running a digital/ technology function of similar scale and complexity, including embedding a culture of digital innovation

Demonstrable experience of transformational digital service improvement in a large complex matrix organisation

An experienced and recognised expert in the leadership and delivery of digital services. Substantial experience of working strategically on end-to-end services, demonstrating improved service outcomes as well as costed savings against implemented process improvements.

Proven ability to use deep knowledge of the culture, processes, operating models and technologies of the internet era to apply this knowledge and understanding in how they are designed into services and applied to meet raised expectations.

Proven leadership skills and behaviours with the ability to inspire others, drive cultural change and forge strong teams from diverse backgrounds to achieve strategic objectives.

Able to influence both strategically and corporately in a complex organisation. Understanding and/or experience of working in a political environment including with senior leaders.

Significant experience in developing solutions to deliver value for money services in a relevant service or functional area.

Evidence of ability to develop and deliver a functional strategy across complex and diverse activities.

Leadership Behaviours/ Professional Competence

Please click link below to access:

Leadership behaviours

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