



Staffordshire Police - Role Profile

Role Title: Head of Digital

| | |
|-----------------------------------|---|
| Grade/Rank: | TBC |
| Command: | Enabling Services |
| Reports to: | Service Director – Digital, Data & Technology |
| Direct Reports: | TBC |
| Job ID (Internal use only) | |

Role Purpose

The Head of Digital is responsible for leading the Force's digital transformation, ensuring technology and data are harnessed to improve operational effectiveness, enhance public services, and support frontline policing. This role provides strategic leadership for all digital initiatives, aligning them with national policing standards and local priorities to deliver secure, innovative, and user-focused solutions.

As a key member of the DDaT Senior Leadership Team, you will work closely with senior leaders and the Executive team to shape the Force's digital vision and drive innovation. You will lead digital and AI-related projects that enable organisational transformation, demonstrating strong leadership and strategic thinking in line with the Force's values, vision, and priorities.

You will have responsibility for developing and optimising digital platforms, systems, and associated services. Your work will be central to delivering the Force's Digital Strategy and Policing Plan, ensuring modern, integrated solutions that empower officers, staff, and the communities we serve

Key Tasks, Accountabilities and Responsibilities:

Responsibilities:

- Provide strategic leadership on digital transformation, ensuring alignment with the Policing Plan and wider organisational objectives.

- Collaborate with stakeholders to identify opportunities for digital improvement and deliver solutions that reduce cost and enhance efficiency and user experience.
- Monitor and report on digital performance metrics, ensuring continuous improvement.
- Manage vendor relationships and procurement for digital services and platforms.
- Promote a culture of digital innovation and inclusion, ensuring staff have the skills and confidence to adopt new technologies.
- Fulfil the role of Head of Automation as per the Robotic Operating Model (ROM)
- To deputise for and represent the Service Director

Accountabilities:

- Accountable for delivering a fit-for-purpose digital ecosystem that supports organisational priorities.
- Responsible for ensuring digital platforms and tools are secure, compliant, and optimised for performance.
- Own the digital roadmap, ensuring timely delivery of projects and measurable outcomes.
- Maintain compliance with government digital standards, data protection regulations, and accessibility requirements.
- Act as the primary point of contact for digital innovation and business system optimisation, advising senior leadership on emerging technologies and trends.

Key Tasks:

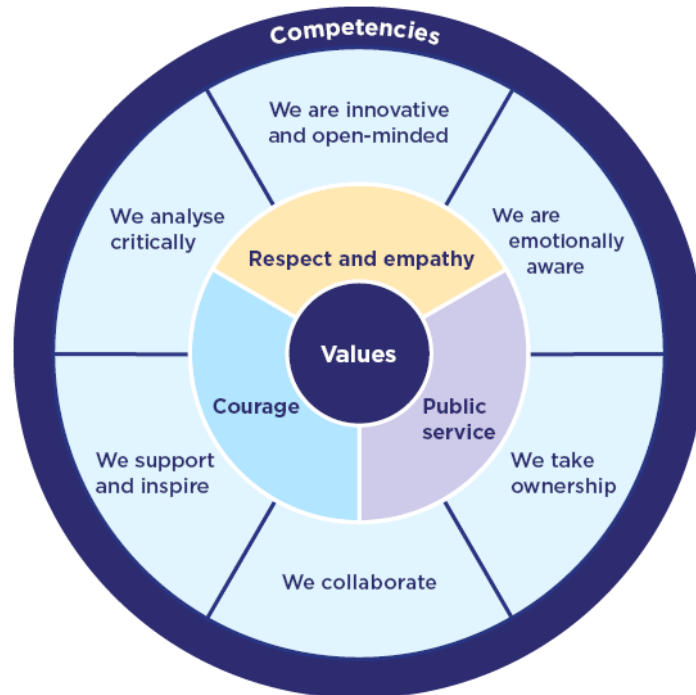
- Lead the management, optimisation and configuration of core business systems and all digital platforms.
- Develop, implement and embed a comprehensive Digital Strategy aligned with organisational objectives.
- Drive internal digitalisation initiatives to improve efficiency and service delivery.
- Oversee the design and enhancement of external user journeys and digital experiences to ensure accessibility and user satisfaction.
- Manage the integration and utilisation of front-end business systems, ensuring applications deliver maximum organisational benefit.
- Champion digital skills development across the organisation through training and capability-building programmes.
- Ensure responsible adoption and governance of AI technologies, complying with Public Digital Service (PDS) guidance and ethical standards.

| Essential Qualifications, Skills and Experience | Stage Measured: (A) = Application (T) = Test/Assessment (I) = Interview | | |
|---|--|---|---|
| | A | T | I |
| Essential Qualification(s) | | | |
| Essential Skill(s) and Essential Experience | A | T | I |
| Significant experience in either Digital, ICT, Communications or Customer experience environments | ✓ | | |
| Significant management experience of managing and building teams | ✓ | | |
| Talent Management and development | | ✓ | |
| Strong problem-solving skills with ability to gather and assimilate information. | | ✓ | |
| Demonstrate a high level of communication, negotiation and influencing skills. | | ✓ | |

| Special Conditions: | | | |
|--|----------|---|---|
| Full UK Driving Licence Required | ✓ | Flexitime Role | ✓ |
| Driving Licence Category | | Agile Role | ✓ |
| Own car for business use | ✓ | Fixed Location Role | ✗ |
| Vetting level required: RV, MV, SC | MV + SC | Fixed Hours | ✗ |
| Politically Restricted Y/N | ✗ | Shift allowance | ✗ |
| Fixed term or temporary role | ✗ | On call/standby rota | ✓ |
| Notice Period Staff: 1 or 3 calendar months | 3 Months | Weekend working expected | ✗ |
| Notice Period Officer: 28 Days | | Requirement to wear Uniform | ✗ |
| Requirement for a Learning Agreement | ✗ | Budget Level Holder Y/N | ✓ |
| Personal Safety Training Required in Role | ✗ | First Aid Required in Role (Emergency life support) | ✗ |
| Requirement for Professional Registration/Licence/Continuous Professional Development (CPD)* | ✗ | *(if yes provide details here) | |

Behaviours - Competency & Values Framework for Policing (CVF)

The Competency and Values Framework will be used as part of the Interview process, the three values in the CVF are derived from the ethical policing principles and support everything we do. All roles are expected to know, understand and act within the ethical policing principles and the CVF. It plays a significant role in the recruitment, assessment, and development of officers and staff at every level.



The framework has 6 competencies aligned to 3 core values. Under each competency there are three levels that show what the behaviours will look like in practice.

- Level 1 – Practitioner
- Level 2 – Supervisor/Middle Manager
- Level 3 – Senior Manager/Executive

This role is expected to operate at the levels shown below for each competency

| Competency | Level |
|-----------------------------------|-------|
| We are innovative and open minded | 3 |
| We are emotionally aware | 3 |
| We take ownership | 3 |
| We collaborate | 3 |
| We support and inspire | 3 |
| We analyse critically | 3 |

Digital, Data and Technology Professional Capability Framework
roles in government, and the skills you need to do them

Each role level in this framework includes a list of required skills. Each skill is assigned one of 4 skill levels, reflecting the required proficiency:

1 Awareness, 2 Working, 3 Practitioner or 4 Expert.

| | | | |
|---|---|--------------------------------------|---|
| Communicating between the technical and non-technical | 4 | Community collaboration | 4 |
| DDaT perspective | 4 | Enterprise and business architecture | 3 |
| Governance and assurance | 4 | Making and guiding decisions | 4 |
| Strategic design and business change | 4 | Financial ownership | 3 |
| Life cycle perspective | 4 | Maintaining delivery momentum | 3 |
| Planning | 4 | User focus | 4 |

Skills for the Information Age (SFIA)

The global skills and competency framework for the digital world

| Autonomy | Influence | Complexity | Business Skills | Knowledge |
|---|------------------|-------------------|------------------------|------------------|
| Level 6 | Level 6 | Level 5 | Level 5 | Level 5 |
| 1 – Follow 2 – Assist 3 – Apply 4 – Enable 5 – Ensure, advise 6 – Initiate, influence 7 – Set strategy, inspire, mobilize | | | | |