

JOB PROFILE

Job Title:	Director of Digital	
Department:	Corporate Services & Transformation	Grade: 18
Job Family:	Leadership	JE Ref: BM355

Purpose of this role:

The role will have overall responsibility for the Council's technology infrastructure, systems and the budgets which provide them, to support all of the Council's services.

Lead and modernise the Digital, Data and ICT functions of the Council, leading the Council's technology strategy and roadmap ensuring reliable, secure, compliant and customer focused live services, while enabling service transformation through the modernisation of the Council's ICT estate and improved use of data.

Key relationships:

Reports directly to the Executive Director Corporate Services & Transformation.

- Cabinet and other Members
- Managing Director
- Executive Directors
- Directors and senior officers
- Other local authorities
- Public, private and third-party sector businesses, partnerships and providers
- Professional bodies and user groups
- Suppliers and contractors

Key responsibilities:

The Collective Leadership Responsibilities are attached to this profile

Role specific responsibilities:

To lead the Council's Digital, Data and Technology functions, ensuring accessible, secure, reliable and responsive live services are maintained in line with user expectations and Council priorities.

To lead on the implementation of the Council's Digital, Data and Technology Strategy, including modernising the service to ensure customer focus, greater engagement with services and building effective foundations to support the delivery of council-wide outcomes, including helping services to make better use of technology.

Strategic oversight of all technology operations, devising standard ways of working and reviewing / establishing IT policies and systems to support the modernisation of the Council overall.

To take responsibility for the totality of the council's 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.

Lead the ICT teams (Strategy and Architecture, Business support, Continuous improvement, Service management) ensuring fit for purpose resources are in place to deliver modern services, creating a 'can do' continual learning culture, building high levels of competence

To ensure an effective control framework is in place to identify, detect, manage and mitigate digital and data risks.

Build effective relationships with colleagues, partners and suppliers that ensure digital and ICT solutions built by the Council are user-centric, in accordance with our architecture principles and consider people, process and technology in their design and deployment.

To develop an annual service plan and operating budget for the service and monitor against each to ensure that agreed priorities and financial targets are met.

To agree a standard service catalogue and KPIs for Digital, Data and Technology with internal customers and to monitor these to ensure that agreed targets and standards are met.

To work effectively with colleagues Council-wide to implement effective contracts with, and to ensure effective management of, external providers.

To oversee the implementation of new capabilities within the Council including Business Partnering, Business and Technical Design Authority, Agile delivery methodology and adherence to project and architecture principles.

Provide strategic advice on Digital, Data and Technology to senior colleagues across the Council.

Lead the ICT Governance Board ensuring key decision planning, organising and allocation of resources via the resource planning framework takes place

To make recommendations on the overall technology roadmap, taking a forward looking, whole council view of the overall estate.

To ensure technology is deployed on time and on budget, with appropriate consideration for user centric design approaches.

To look outside of the Council and be proactive in maintaining an up-to-date knowledge of ICT, Digital and Data as relevant to your role, including key risks and opportunities.

PERSON PROFILE

Job Title:	Director of Digital	
Department:	Corporate Services & Transformation	Grade: 18
Job Family:	Leadership	JE Ref: BM355

	Essential Criteria
Experience	• Significant experience in a diverse range of ICT disciplines including strategic and customer management in a large complex organisation • Significant experience in the successful design, development and implementation of ICT systems within a complex operating environment. • Experience of leading a large directorate within a complex, diverse and unionised organisation, and leading change and transformation, establishing a mandate for change and inspiring the workforce to improve • Experience of formulating strategy and implementing corporate solutions to resolve complex issues and of the use of ICT in a strategic context to deliver organisational efficiency and service improvement • Experience of providing balanced strategic advice on high value, sensitive and strategic ICT matters in a political setting • Experience of providing strategic leadership in delivering service improvements in a complex service environment • Experience of leading and implementing diverse activities and aligning service delivery to strategic and operational priorities • Experience of managing considerable budgets and resources, monitoring and evaluating competing priorities to deliver the service effectively and efficiently • Experience of working across professional and organisational boundaries with key stakeholders including other public bodies and government • Experience of effectively advising stakeholders on a broad range of ICT issues relating to service areas • Business planning, objective setting and embedding performance management frameworks • Experience of leading customer relationship management functions which deliver organisational change in a large multidisciplinary organisation • Significant experience of leading diverse and multifaceted teams at a senior level, bringing activities together to achieve an aligned objective

Skills and knowledge	• A detailed understanding of the local authority technical landscape, including the legal framework and considerations in place, risks, opportunities and potential constraints. • Effective communication and influencing skills, with the gravitas and professional competence to work at all levels. • Strong people management experience and experience of managing capital and revenue budgets. • Strong leadership skills to convey a clear vision and lead employees to achieve high quality service delivery • A solid broad understanding of the various architecture domains with a deep knowledge of delivery in at least one area. • Strong analytical and problem solving skills. • Substantial knowledge of how ICT can be used to deliver efficiency and service improvement in a complex organisation • Track record of managing change within an ICT function, including modernising ways of working, implementing effective governance, recruiting and motivating a new team to solve complex problems. • Excellent communication and relationship building skills with an ability to prioritise, negotiate, and work with a variety of internal and external stakeholders • Personal qualities of integrity, credibility, and dedication to efficient and effective customer focused ICT services. • Strong team player. • Politically aware. • Ability to work independently and on own initiative
Personal Effectiveness	• Excellent business acumen and exemplary corporate ICT management skills • Able to build credible, effective working relationships, alliances with internal and external partners and/or stakeholders to bring about planned changes • Highly motivated and high levels of sensitivity, judgement, energy, enthusiasm and flexibility • Able to use deep personal understanding of the agendas or motivations of others in order to keep them positively engaged, building behind the scenes support for ideas and initiatives • Able to recognise and make use of alliances/relationships in order to gain support for the Council vision and its implementation to develop effective working relationships to bring about positive change • Credible with internal and external stakeholders, with integrity and maturity of judgement • Demonstrates a leadership style which is clear, visible, inclusive and democratic and that encourages innovative thinking in others • An exemplar of the Council's agreed values and behaviours

Qualifications	• Degree equivalent and/or equivalent recognised ICT professional qualification and/or relevant experience, and/or leadership and management qualifications, and/or significant experience • Evidence of recent and on-going continuous professional and personal development
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LEADERSHIP RESPONSIBILITIES:

Shaping the future:

Provide strategic, visionary leadership for the Council contributing to the delivery of the Council's strategic aims.

Act as a proactive member of the Corporate Management Team, contribute to the strong and effective corporate management of the Council's services.

Support the democratic process, providing advice to elected members on the appropriate response to local, regional, national and international matters that have implications for the services.

Seek to improve the overall reputation of the Council, representing the Council at appropriate local, regional and national forums.

Provide leadership and direction for the development and delivery of a sustainable medium-term financial strategy and plan.

Promote and role model the Council's corporate responsibility in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible.

Leading and working through others:

Ensure effective and open communication and good working relations with the Managing Director, corporate management team, members, directorates, external agencies and partnerships, to eliminate silo working to support delivery of the Council's strategic aims.

Develop and implement effective communication and engagement arrangements with service users, stakeholders and partnership agencies in order to develop a high level understanding of the roles and delivery of services and to facilitate input to the development of related strategies and plans.

Promote an organisational culture that is positive, forward-looking, embraces change, outcomes orientated and community focused in an environment which is fair, supportive and open enabling employees to feel empowered and valued.

Seek to improve the lives of all residents in Derbyshire, empowering communities and where needed ensuring that Derbyshire communities have access to the Council's services relevant to their needs. Work with members and senior leaders across the Council to ensure the delivery of an integrated whole system approach to developing and supporting sustainable communities.

Promote and role model the Council's agreed values, behaviours and culture that supports the Council's Equality, Diversity and Inclusion strategy to generate a positive and inclusive environment.

Delivers results:

Seek to deliver services within budget engaging and consulting with stakeholders, partners, communities and employees to ensure services are outcome focussed and provide value for money, reflecting the Council's wider strategic objectives and securing the financial viability of the authority.

Ensure national standards and relevant statutory requirements are met and the Council's Code of Conduct is adhered to.

Champion and embed a performance and quality assurance culture that delivers results through rigorous open challenge, personal accountability and continuous improvement.

Ensure performance oversight and compliance with the Council's Health & Safety policy/procedures and that of any services for which the role is responsible for, providing safe working environments and developing practice to maintain the physical and mental health of employees.

Champion and lead risk in relation to service delivery and own and hold accountability for the corporate risk management framework, utilising risk and asset management practice to embed a culture of innovation in the use of resources and shared learning across service boundaries and partnerships.

Champion and comply with the Council's policies on information security including the ICT Security Policy, Internet and Email Policy and Safe Haven Guidance.