

Head of Digital and Connectivity

Reports to: Service Director: Transport and Connectivity

Grade: P6

Location: Cambridgeshire

Job Purpose

The Place and Sustainability Directorate impacts on the lives of everyone living, working, learning and travelling through Cambridgeshire every day. As a senior manager within the Place and Sustainability directorate, you will support the organisation through effective leadership in the achievement of our strategic framework.

You will support the achievement of the directorate's core aim of improving transport and connectivity across the county for all communities, protecting and enhancing the environment, delivering sustainable and include economic development and maintaining a resident focus delivery effective frontline services.

Place and Sustainability consists of four key professional areas which include:

- Transport and Connectivity
- Infrastructure, Capital and Delivery
- Environment and Economy
- Regulatory Services

As the Head of Digital Connectivity reporting to the Service Director: Transport and Connectivity, you will act as the senior professional lead providing operational leadership, development and management for professional services within your given remit, ensuring the highest quality services are delivered within resources available.

The Head of Digital Connectivity is responsible for developing and implementing a Digital Connectivity Strategy for Cambridgeshire and Peterborough on behalf of the Combined Authority and ensuring that the County Council as the Accountable Body responsible for its delivery effectively delivers agreed programmes of activity. In addition, the team supports the delivery of specific programmes for the Greater Cambridge Partnership.

The role will work collaboratively with the Service Director to ensure that appropriate policies, plans and contracts are delivered to the highest standards, in line with relevant legislation and best practice. The role will provide strategic leadership, technical advice and expertise at a senior level, to develop and review strategies including implementation of changes to promote resource effectively to support sustainable economic development and growth, protecting and enhancing the environment and enabling effective transport and connectivity for communities.

This role will also act as the Programme Director for the Connecting Cambridgeshire Programme.

Leadership and Collaboration

Demonstrates compassionate and inclusive leadership, through the line management of services for whom the post is accountable and a commitment to drive continuous improvement, efficiency savings and higher levels of satisfaction for residents of the County.

Effectively contribute to the development and delivery of the Council's Strategic Framework, Medium Term Financial Strategy, Change Strategy and People Strategy.

Actively understand the challenges faced by colleagues across the organisation to be able to support all Extended Leadership Team (ELT) colleagues to deliver their objectives as well as those of the whole council.

Create a high-performance culture by providing strong and motivational leadership to drive continuous improvement, efficiency savings and higher levels of satisfaction for residents of the County.

Actively promote the council's priorities and ways of working and the Council's values and behaviours to ensure they are delivered throughout the organisation.

Role model and take responsibility for ensuring an effective approach to corporate parenting and safeguarding of vulnerable people is embedded in areas of responsibility.

Develop and implement effective communication and engagement arrangements with service users, stakeholders, communities and partnership agencies to facilitate effective relationships that drive improvements in service delivery.

Actively develop and maintain strong and strategic relationships with key external stakeholders in the public, private and community and voluntary sectors, to optimise opportunities for delivering services in partnership wherever this would generate improved outcomes, effectiveness, or efficiency.

Governance

Understand and uphold the Constitution and Scheme of Financial Delegation of the Council and lead upon ensuring that a robust set of Contract Procedure Rules and contract management framework is in operation and embedded across the Council, working with directorate management teams, and providing expert advice, constructive challenge and support.

Provide professional advice for elected members as requested to support the democratic process and running of the Council and the management of major contracts and commercial activities.

Be jointly accountable with others in the Strategy and Partnerships Directorate Management Team for the Directorate/Service risk register and any aspects of the corporate risk register and corporate risk framework of the Council relevant to services areas that the postholder is accountable for.

Ensure that teams under the postholder's leadership or sphere of influence fulfil their duties in relation to standards, complaints and scrutiny, maintaining an open culture of transparency, accountability and ownership, taking responsibility for mistakes, putting them right and learning lessons for future improvement.

Promote, preserve and protect the health, safety and wellbeing of councillors, employees, service users, contractors and partners in the provision of Council services, ensuring that the provisions of all relevant legislation are achieved, such as the Health and Safety at Work Act 1974.

Innovation

Champion innovation by being open minded to new and radical ways to deliver services, actively seeking out good practice from others to learn from to develop our own service design and delivery.

Promote a culture of continuous improvement by encouraging colleagues to share ideas, take appropriate risks, and recognising innovation.

Equality, Diversity and Inclusion

Promote an organisational culture that is positive, safe, respectful and compassionate, as well as open to change and feedback enabling everyone to feel empowered and valued.

Act at all times in ways that create an inclusive environment where people can thrive and be empowered to do their best. Role model good behaviour and practice and proactively seek ways to ensure staff feel valued and develop a sense of belonging.

Demonstrate awareness of the diverse needs of our residents to inform the decisions made about the services we deliver and ensuring a robust approach to equality impact assessments and their application to employment, service delivery and policy development.

Role Specific Accountabilities

Lead in the development, design and implementation of a Digital Connectivity Strategy for Cambridgeshire and Peterborough on behalf of the Combined Authority.

Support on the development and implementation of business planning programmes for the authority relevant to the area of professional specialism leading to increased revenue, savings, and service developments.

To ensure that effective programme governance and delivery arrangements are in place with robust performance management activity to demonstrate that required outcomes are achieved
To act as a subject matter expert in relation to digital connectivity providing effective advice to members, senior managers and partners.

To support the governance and decision-making arrangements for the programme by those funding the programme including the Combined Authority

Strategic Leadership

Responsible for the development of strategic objectives and outcomes for responsible services within the Place and Sustainability directorate, taking account of organisational strategy, best practice and legislative and regulatory requirements. Ensure this is shared through strong leadership within the service.

Provide expert knowledge within area of professional specialism including policy, best practice and law, ensuring that all policies, processes and approaches are documented and are up to date, reflecting practices that achieve best outcomes for communities and the Council.

Lead on developing and maintaining data to report on operational performance management. Utilising this data in various internal and external reports and utilising insights gathered to develop services and practices to achieve improved outcomes for communities and the Council.

To Lead and support system wide developments in sustaining and improving economic development and growth including protecting and enhancing the environment for communities.

To lead on change management or service development projects and complex investigations as directed by the Service Director.

Attend, contribute and or provide written reports, advice and information to any relevant committee, member or board meeting as appropriate. Represent the Council at specified meetings as agreed with the Service director and to lead and direct the agenda for management team meetings within the services responsible and any other meeting or committee as and when required.

Provide leadership to ensure the effective management of resources through strong recruitment, induction, supervision, training, retention and people management techniques.

Deputise for the Service Director when needed.

Service Delivery

Provide senior operational management to all teams within services responsible. Be accountable for activity across service areas, ensuring that managers are effectively overseeing their operations including planning, allocation and review of workload so priorities are managed, shortfalls identified and services delivered within capacity and within departmental and partnership policies, procedures and timescales.

Provide leadership to ensure that resources are deployed effectively and managers operate in a way that adheres to legislation, regulation and compliance, provides good outcomes for communities and the Council.

Be proactive in the development of services through collaboration with internal and external stakeholders. Working collaboratively with other Heads of Service in the Directorate to maximise opportunities to improve economic development and growth including protecting and enhancing the environment for communities.

Lead on embedding a proportionate, yet robust approach to risk which is consistently applied across services delivered within professional specialism. Ensure that any related systems relevant to risk i.e. GRACE are appropriately adopted and managed within the service.

Ensure that succession planning is in place, including plans to develop staff at all levels within the service area and wider organisation to ensure a pipeline of suitable qualified and motivated staff are available to move into roles that become available.

Performance Management

Lead on developing, through others, management information that enables oversight of activity across professional service. Establish and contribute towards robust performance metrics and benchmarks to evaluate the impact of service delivery, adapting processes and strategies to achieve successful outcomes for communities and the Council.

Partnership Working

Represent Cambridgeshire County Council at stakeholder, board or partnership meetings, working jointly and collaboratively to maximise opportunity and service delivery.

Work with partners, contractors and suppliers ensuring that contracts, projects and joint ventures are performing well, meeting outcomes, are best value for money and are fully compliant with County Council approaches.

Financial and Resource Management

With responsibility for a budget, collaborate with the Service Director and Operational Managers to ensure that service delivery maximises value for money, whilst achieving good outcomes for communities and the Council.

Ensure robust arrangements for financial management and planning are in place and develop the skills and confidence of staff to make the most effective use of resources available.

Person Specification (essential criteria)

Experience	<p>Demonstrable experience of:</p> <ul style="list-style-type: none"> • Providing balanced professional advice and guidance, ideally in a political setting. • Managing the delivery of public services with competing priorities and demands often outside of the organisation's direct control. • Delivering multiple projects on time, within budget and to agreed outcomes. • Delivering creative and innovative solutions to improve the use of resources and achieve value for money across an organisation. • Managing and developing employees to sustain high levels of service delivery, recognising and developing talent. • Developing and nurturing positive and constructive working relationships with a wide range of customers, stakeholders and partners, maintaining a positive personal and organisational profile. <p>Role Specific:</p> <ul style="list-style-type: none"> • Working at a senior level within a large and complex organisation with comparable scope, responsibilities, budget, and resources.
-------------------	--

	<ul style="list-style-type: none"> • Leading transformational change and creating innovative service models, particularly in response to the demands of an organisation that is undergoing a radical transformation and modernisation. • Leading and contributing to strategic decision making, resource allocation and to policy formulation and delivery, adopting a problem-solving culture. • Delivering creative and innovative solutions to improve the use of resources and achieve value for money across an organisation. • Establishing a strong performance culture including effective performance measures, evaluation of service quality and the improvement of service delivery to achieve the Council's objectives • Evidence of leading people and services to recognise, respect and value individual needs to achieve a culture of inclusivity. <p>Role Specific</p> <p>Experience of leading and coordinating projects through to completion.</p>
<p>Skills and knowledge</p>	<p>Ability to demonstrate:</p> <ul style="list-style-type: none"> • A sound understanding of the current issues and challenges facing local government. • Skills in understanding and responding to different perspectives and taking a cross-organisational approach, gained by working in a political or similarly challenging environment. • Ability to lead, develop and sustain effective team, partnership and multi-agency working through strong effective advocacy, influencing and negotiating skills. • Skills to provide creative solutions to complex problems together with high level analytical, presentational and communication skills. • Ability to establish and sustain positive relationships that generate confidence, ability and trust. • Understanding of the barriers to organisational and cultural change and the commitment to being a catalyst for change. <p>Role specific</p> <ul style="list-style-type: none"> • A proven ability to develop partnerships at the highest levels with other agencies or service providers as a means of ensuring service objectives are met. • An understanding of how to manage the needs of a diverse set of stakeholders. • Ability to develop objectives and monitor performance to ensure goals are met or exceeded. Experience of developing focused strategies and prioritising

	<p>actions, leading to change and performance improvements.</p> <ul style="list-style-type: none"> • The ability to think conceptually and systemically to develop strategic responses and solve problems, focusing on delivering outcomes. • The ability to analyse and interpret financial data, service demand, performance, and trends to inform service development.
Personal Effectiveness	<p>Ability to demonstrate:</p> <ul style="list-style-type: none"> • A clear and strong personal commitment to equality, diversity and inclusion and a track record of developing inclusive services and leading by example. • Personal and professional credibility which commands the confidence of elected members, senior managers, staff, external partners and external stakeholders. • Leadership by example with a style that empowers others and is open to question and challenge as well as a commitment to continuous self-improvement. • A commitment to and evidence of successful strategies in managing personal resilience and wellbeing at a leadership level and promoting positive leadership practice, role modelling these behaviours for others. <p>Role Specific:</p> <ul style="list-style-type: none"> • A clear and strong personal commitment to equality, diversity and inclusion and a track record of developing inclusive services and leading by example. • Evidence of planning for the future delivery of services, including effective workforce planning for future challenges. • Evidence of operating effectively and openly within the democratic process with the political acumen and skills to develop productive working relationships with Councillors that command respect, trust and confidence.
Qualifications	<ul style="list-style-type: none"> • A relevant degree level qualification or equivalent and/or relevant compensating experience at a senior leadership level. • Evidence of continuous professional and leadership skill development. <p>Role specific</p> <ul style="list-style-type: none"> • Membership of professional body such as ICE, IHE, CIHT