

Success profile



Role Title	Chief Digital Officer		
Directorate	Customer & Support Services (CASS)	Service	Customer & Business Operations (CBO)
Grade	8	Reports to	Deputy Chief Operating Officer
JE Code	9393	Pension Scheme	Local Government Pension Scheme
DBS Required	None	Politically Restricted	Specified
Approving Manager	Service Director Customer & Business Operations (Deputy Chief Operating Officer)	Date	April 2025

Information about the role

Role Purpose	• Provide overall leadership on digital transformation, strategy and innovation. To lead the development of the Council's digital strategy and implementation of the Council's ambition to be a digital Council. • To develop long term digital vision ensuring alignment with the Council's priorities as well as national policies, government frameworks and UK digital strategy. • Lead and oversee digital service transformation/modernisation across all Council departments driving adoption of agile methodologies and user centered design, ensuring alignment, compliance, risk management and value for money • To act as a digital crusader influencing the Council and key partners to become digital pioneers • To ensure Digital services are developed and operated in a customer centric way and meeting the needs of Cornwall's resident and businesses • Support the Councils focus on digital inclusion, ensuring all citizens, including vulnerable groups, can access and benefit from digital services • To lead the definition of the sequencing, prioritisation and resourcing of the digital delivery plan which includes the roadmap out of legacy systems (enterprise architecture), enabling the uptake of digital tools, to modernise and create value in the business. • To lead on the digital skills elements of the council's organisational development plan ensuring that our staff have the capability to optimise their use of digital tools. • To lead the development and implementation of the council's Information Strategy including leading on delivering knowledge management, data & analytics capability. • To be responsible for the management and smooth operation of Digital, Data and Technology services, infrastructure and enterprise architecture. • Ensure Cyber Security and digital resilience leading on developing Cyber Security strategy, compliance, operational management and incident response. • Build partnerships with Central government, tech industry, universities and other private,
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	public and voluntary sector organisations. • To participate in and contribute to overall business strategy and resources development, bringing a current knowledge and future vision of leveraging information and technology in business model design, business processes re-engineering, products and services development. • Advising the Council on information, data and digital matters covering the adoption of best practice Local Government IT and adoption of new emerging digital capabilities • To be a visible member of the Council's Corporate Leadership Team, CASS Directorate Leadership Team and CBO Senior Leadership Team, working collaboratively across the Council to deliver high levels of leadership, service performance and compliance
Required Skills & Experience	• Proven demonstrable experience in leading large scale successful digital transformation in the public or private sector. • Proven demonstrable experience in leading digital strategy formation through to delivery. • Strong knowledge of agile development, service design, and data-driven decision-making. • Experience in managing large-scale DDAT projects and procurement. • Deep understanding of UK local government regulations, GDPR, and cybersecurity best practices. • Strong leadership, communication, and stakeholder engagement skills.
Financial accountability	• Oversee allocated budgets and ensure cost-effective compliant procurement of digital tools and services • Circa £20million Revenue Budget. Up to £30million Capital Budget.
Leadership capabilities	Service Director
Systems leader and navigator	• Responsible for the development of outcome delivery plans for service areas that consider new ways of working with communities and partners. • Responsible for embedding an agnostic commissioning mindset across service areas to focus on delivering outcomes to communities
Political leadership and financial control	• Responsible for ensuring the service delivers the political ambitions and desired outcomes set by cabinet and relevant portfolio holders. • Responsible for ensuring appropriate financial controls and value for money delivery within the Service area. • Responsible for providing service contributions to the business plan for Cornwall and embedding a commercial mindset in service practices.
Co-production and community experience	• Responsible for ensuring that Service outcomes and how they're delivered are truly co-produced and owned by the people of Cornwall. • Responsible for ensuring that the service drives to continually improve satisfaction and outstanding experience for the people and communities of Cornwall and places a focus on outstanding delivery
Developing the future workforce	• Responsible for the skills development of staff across the Service, identifying key areas where increased training and development is required. • Responsible for identifying and supporting the development of talent across Heads of Service and Service Managers. • Responsible for building leadership capabilities in Service Managers and Heads of Service.
Leading change, learning and innovation	• Responsible for providing the service application and delivery of the strategic vision for change. • Responsible for working across the service to embed cultural change and the transition towards the 'team Cornwall' approach. • Responsible for supporting the service to reflect honestly on practice and innovate methods and approaches in safe forums.

Place-based leadership	• Responsible for empowering service leadership to build strong networks and ways of working within localities. • Responsible for delivering the service model that sets out how services work in new ways in localities and communities.
Inclusion and diversity	• Responsible for ensuring that unlawful discrimination, harassment and victimisation is challenged within the service and that inappropriate behaviour is challenged. • Responsible for setting the vision for an inclusive working environment within the service where everyone is able to be themselves.
Performance, quality and standards	• Responsible for service performance and working with Heads of Service to address areas of underperformance. • Responsible for ensuring service compliance to regulatory guidance. • Responsible for ensuring that service teams follow Council policies and standards in relation to safeguarding and those at risk. • Responsible for ensuring service compliance to health and safety standards. • Responsible for considering service opportunities to reduce the carbon footprint of staff and suppliers.
Role-specific accountabilities	• To play a leading role in development and delivery of the Council's Digital Strategy and roadmap; ensuring its integration with the Council's strategic and business planning process and taking a long term strategic and systems thinking approach throughout the decision-making process to ensure sustainability. • To drive the delivery of customer driven solutions across the Council. • To lead and develop the Council's Digital Data and Technology (DDAT) Services including implementation of an Investment Strategy that drives continual improvement of digital infrastructure and services across the Council. • To act as a trusted advisor who builds and maintains relationships with business unit leaders to develop a clear understanding of business needs; ensures cost-effective delivery of Digital services to meet those needs and is able to respond with agility to changing business priorities. Uses influencing and negotiation skills to create synergies across the Council to enable cost-effective and innovative shared solutions in achievement of business goals. • To provide strategic direction and oversight for the design, development, operation and support of DDAT systems and programs that fulfil the needs of the business, including enterprise architecture management, application management, security and risk management, and infrastructure and operations support management. • To develop and maintain the DDAT specialists workforce with the appropriate mix of business knowledge, technical skills and competencies that balance the needs between growing the agility required to achieve digital business objectives and ensuring the core technology functions are reliable, stable and efficient. • To build support for the take-up of innovative, technology and data led approaches to service delivery transformation and user engagement and to exploit the full potential of the council's data to deliver cost savings and efficiencies and a better experience for residents. • Working with staff and elected members, to lead on business and service re-design as well as skills development that will be necessary to ensure that digital solutions are effective, efficient, resilient and secure; constructively challenging practices that exist to eliminate unnecessary processes and activities; promoting new ways of working taking advantage of the developments in artificial intelligence and automation for employees and elected members to enable the organisation to become a modern Digital Council. • Lead, support and motivate other services and teams in developing a clear understanding of best practice in digital services and the development of innovative solutions. • To improve the digital literacy of all Council officers and members • To deliver data and analytics capabilities for the Council to provide sound foundations for accurate and available data to support decision making and monitoring of delivery of Outcomes. • To own, maintain, track and assure compliance of delegated policies and assurance standards. • To support the Council's outcome to be digitally inclusive as it relates to customers, businesses and communities.

	• Acting as a key leader within the Council’s leadership team offering strategic challenge on performance, strengthening data management and analytics, driving the change agenda through championing the benefits of digital whilst ensuring the achievement of realisable benefits and securing value for money from digital investments. • Act as an ambassador for the Council, promoting and enhancing the authority’s image, forming strategic alliances and developing effective working relationships on a local, regional and national basis. • To contribute strategically at an organisational wide level, through being a member of the Council Leadership Team, Directorate Leadership Team and CBO Senior Leadership Team.
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