

Job Description

Job Title: Assistant Director IT & Digital Services

POSCODE: CC2314

Grade: Director D

Overall purpose of the job

This post will establish and lead the overall direction and management of the combined IT and Digital Service across Cambridgeshire County Council and Peterborough City Council in line with the agreed IT & Digital strategy. Working with and through the IT Heads of Service, the role will lead the teams to deliver the most cost effective and efficient IT and Digital service to support the drive to improve efficiency, reduce cost and transform services.

The post will drive transformation through IT and Digital technology within the organisations and across the public sector in the region; across people, processes and technology, with a clear understanding of what the sector in this region wants to achieve and the ability and knowledge to translate people’s opportunities, challenges and frustrations into workable, achievable initiatives.

Core Purpose:

- Reporting to the Director of Customer and Digital Services: Cambridgeshire County Council and Peterborough City Council, this key role will direct, lead and manage the overall service delivery of the IT & Digital Service with the objective of attaining high levels of customer satisfaction and retention.
- The role will direct, lead and manage the strategic direction of the IT & Digital Service, to support the technology and business transformation, and convergence programme of integration, consolidation and rationalisation of IT operations and service provision across the two councils into a unified, cost effective and coherent IT and Digital shared service across Cambridgeshire and Peterborough.
- The role will ensure that the IT & Digital Service utilise existing and emerging technologies to design and deliver citizen-centric services, in essence the role will help both councils to convert traditional/manual services to digital automated ones.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

Main accountabilities	
1.	Direct, lead and manage the design, development and delivery of all IT and Digital Services for Cambridgeshire and Peterborough Councils.

	<p>Direct the IT & Digital Service, through delegation to Heads of Service, to ensure the optimum provision of information and communications technology services for Cambridgeshire and Peterborough Councils. Lead the management and development of the IT & Digital Service to ensure that all agreed objectives, priorities, and financial targets are achieved on time.</p> <p>Provide the leadership and vision to develop and drive the IT strategic roadmap and transformation aligned to the business needs of both Councils.</p>
2	<p>Directly lead and oversee the strategic direction of IT & Digital services for Cambridgeshire and Peterborough Councils as well as providing strategic co-ordination and collaboration with other authorities in the region.</p> <p>Facilitate the alignment, convergence, promotion and on-going development of the shared IT Strategy working closely with relevant teams to create and deliver a roadmap and comprehensive implementation plan.</p>
3	<p>Lead the transformation and convergence programme of integration, consolidation and rationalisation of IT operations and service provisioning into a unified, cost effective and coherent IT and Digital Service across Cambridgeshire and Peterborough Councils.</p> <p>Lead Programme and Project Management in the delivery of IT change programmes which require technology and systems development and delivery to ensure that new IT systems and services are implemented without disruption to Council services.</p>
4	<p>Keep abreast of new technologies and actively maintain awareness of current and future business needs to ensure that opportunities for more innovative uses of emerging IT technologies are identified and actioned in order to achieve service improvements and improve business outcomes.</p>
5	<p>Ensure that expert advice, guidance and information is available in an intelligible and timely fashion to the Director of Customer and Digital Services, Councillors, Senior Management Teams, regulators and other stakeholders.</p>
6	<p>Ensure that the IT & Digital Service as well as both Councils have the technology, data and digital skills needed to take advantage of the opportunities of the connected world, and to meet the expectations of the citizens of both authorities.</p>
7	<p>Work closely with Information Governance and actively contribute to and participate in the development and maintenance of Information Management strategies across Cambridgeshire and Peterborough Councils.</p>
8	<p>Deliver cost savings targets associated with the IT and Digital Strategy and identify and facilitate cost savings elsewhere in the two Councils that are dependent on either technical, digital or system solutions.</p>
9	<p>Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.</p>

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Key Skill Level 4: Bachelor's degree; HNC; HND NVQ level 4 or equivalent; including professional qualification.	Any degree level equivalent - Essential IT related subject - Desirable	Essential
Relevant professional qualification	E.g. Prince2, MSP, ITIL	Essential
Management qualification	Diploma in Management or equivalent	Desirable

Minimum levels of knowledge, skills and experience required for this job

Experience and Knowledge		
Knowledge and experience of delivering services to multiple organisations.	<p>Knowledge of the frameworks and processes required to facilitate IT service delivery within multiple organisations.</p> <p>Good understanding of strategic imperatives and a handle on technology drivers within a complex environment.</p> <p>Proven track record of delivering large scale strategic technology programmes within this type and complexity of environment.</p>	Essential
Operating at a Senior Management Level	<p>Significant post-qualification experience and knowledge gained either in the public, private or voluntary sector, including experience of operating at a senior management level.</p> <p>This will include a successful track record of managing Technical teams across multiple disciplines in a challenging financial environment</p>	Essential
Strategic Planning and Delivery	Extensive experience of strategic planning and service delivery within local or central government or private sector, with a demonstrable and proven record of achievement in same.	Essential

	<p>This will include experience of strategy development, technology roadmapping, solution architecture, analysis and interpretation of business requirements: in a multi-disciplinary and partnership environment as well as restructuring and integrating complex functions.</p> <p>Evidence of having developed new ways of thinking for a problem or situation.</p>	
Leadership & Management	<p>Evidence of highly visible leadership style with successful outcomes for staff and the organisation.</p> <p>Demonstrate a track record of managing geographically diverse and disparate teams, both internal and external to deliver consistent high-quality services.</p>	Essential
Stakeholder Management	<p>Practical evidence of developing and maintaining good working relationships with a wide range of customers/stakeholders at the highest level of the organisation, developing a positive personal and organisational profile and building partnerships.</p> <p>Experience of developing strong and effective relationships across and outside of the organisation.</p>	Essential
Innovation	<p>Experience in challenging conventional wisdom and introducing new approaches to solve problems or improve the way service is delivered.</p>	Essential
Budget Management	<p>Demonstrable achievement in successfully managing budgets preferably in local government.</p>	Essential
Service Delivery	<p>Knowledge and experience of leading and managing IT services</p>	Essential
Local Government	<p>In depth understanding of the decision making and governance arrangements within local authorities.</p>	Essential
Working with Members	<p>Experience and understanding of, and sensitivity to working with Members.</p>	Essential
Public Sector	<p>Established profile within the public sector with a reputation for leadership in the sector.</p>	Desirable

Skills		
Strategic Thinking	Clarity of thought, the ability to think strategically and translate concepts and ideas into meaningful plans and actions.	Essential
Creative Thinking	Ability to think creatively, offering original solutions outside of conventional expectations.	Essential
Communication	Excellent communication skills, verbal, written and listening and the ability to adapt personal style to meet the needs of a range of audiences.	Essential
Influencing Outcomes	<p>Ability to engage successfully with senior stakeholders to achieve desired outcomes.</p> <p>Able to demonstrate awareness of business and organisational sensitivities and reflect this in approaches to resolving issues and problem solving.</p>	Essential
Resilience	<p>Strong self-belief, confident in explaining decisions whilst overcoming barriers to implementation.</p> <p>Demonstrable evidence of the resilience needed to meet the demands of complex, changing, political & economic environment</p>	Essential
Management skills	<p>Ability to think and plan strategically</p> <p>Ability to set and deliver realistic objectives</p> <p>Ability to initiate and effectively manage change</p> <p>Ability to lead and inspire teams of people whilst holding them accountable in terms of delivery</p> <p>Ability to prioritise the use of resources - human, physical, time - to achieve objectives</p>	Essential
Risk & Uncertainty	<p>Ability to adapt quickly to changing priorities and situations.</p> <p>Ability to identify, assess and manage risks and uncertainties, affected by internal and external events, scenarios and risks that could impede both</p>	Essential

	Councils ability to achieve their strategic objectives.	
Innovation	Ability to innovate within sphere of influence to change others' behaviours and the use of resources for the better.	Essential
Respect	Ability to identify areas for development in meeting all customers' and colleagues' expectations.	Essential
Collaborative Working	Ability to work collaboratively across both organisations and with partners to promote and deliver the interests of both Councils.	Essential
Engaging Others	Ability to convey a shared sense of purpose and direction, enabling staff and others to engage with, understand and contribute to the successful delivery of the objectives of both Councils.	Essential

Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
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Disclosure level

What disclosure level is required for this post?	None x	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible x	Field	Home
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