

JOB DESCRIPTION FORM

Job Title: Service Director IT & Digital Services

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Job Holder:

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Reports to: Cecilie Booth, Executive Director of Corporate Services & s151 Officer

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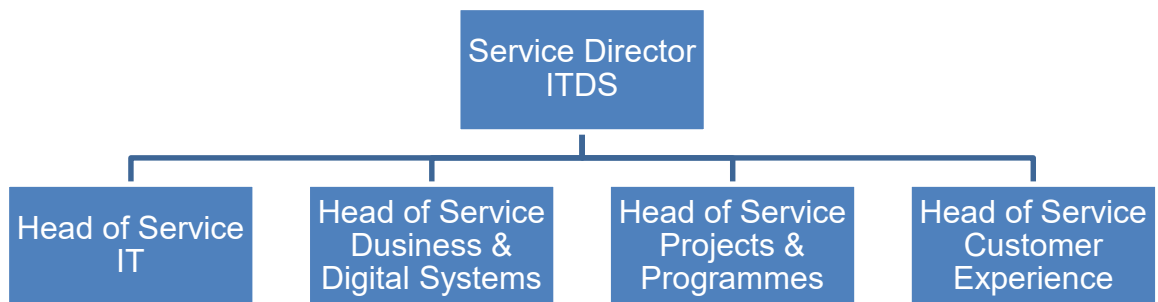
1. Job Purpose:

A Service Director of the Council and member of the Extended Leadership Team (ELT), this role takes collective and shared responsibility for the effective leadership and corporate management of the Council's services and delivery of improved outcomes and the achievement of value for money.

Acting as a professional lead and taking accountability for operational delivery for all matters within their portfolio of responsibility, the post is responsible for a range of Council services that includes, but is not limited to:

- Providing strategic leadership and vision for IT & Digital Services
- Contributing to the management of the council at a senior level by attending and leading on corporate programme boards to support the adoption and delivery of the corporate plan.
- Accountable for the design and delivery of the Council's Digital, data and Cyber Strategies ensuring this is aligned to the corporate plan.
- To be the principal and most senior adviser to the Council on all IT, Digital and Cyber matters, ensuring delivery of a quality service to citizens, the staff and management of the Council
- Ensuring the Council fulfils its duties and functions in fulfilment of statutory obligations & the law in the operation of the services.

2. Organisation:



This post is a tier 3 post reporting directly to the Executive Director Corporate Services and is also part of CLT.

3. Leadership and collaboration:

Demonstrate compassionate and inspiring leadership, whilst providing strong and motivational leadership to drive continuous improvement, efficiency savings and higher levels of satisfaction for residents.

Actively understand the challenges faced by colleagues across the organisation to be able to support all ELT colleagues to deliver their objectives as well as those of the whole council and to be able to effectively contribute to the development and delivery of the Council's Corporate Strategy, Medium Term Financial Strategy and Workforce Plans.

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.

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.

As a Senior Responsible Officer (SRO) or Sponsor of major programmes and projects of change and delivery, ensuring effective programme and project management approaches are applied, ensuring delivery to time, budget, and plan, managing risks and issues dynamically and ensuring benefits planned are realised.

Actively develop and maintain strong 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.

4. Governance:

Understand and uphold the Constitution, Scheme of Financial Delegation and Contract Procedure Rules of the Council and ensure that they are followed throughout the directorate.

Support the democratic process, providing advice to elected members on the appropriate response to local and regional matters as well as the internal business of the Council.

Champion effective management of risk and the active response to audit findings in relation to service delivery. Be jointly accountable with others in the Directorate for the local 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 postholders 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.

5. Innovation:

Lead innovative approaches from a digital perspective, promoting new ways of working and artificial intelligence.

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.

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

6 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, always, 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.

7. Finance:

The post holder is directly responsible for a gross revenue budget of £8m and £3m capital.

The post holder will:

- continually review and reshape service delivery to achieve financial efficiencies and maximise opportunities for income generation, whilst maintaining the highest standards of service delivery
- ensure the effective management and deployment of all appropriate budgets in line with agreed financial processes, cash limits, and savings, including contract budgets for people services and pooled budgets where appropriate.

8 Staff:

The postholder will be ultimately accountable and responsible for the following teams:

- IT Operations
- Business & Digital Systems

- Projects & Programmes
- Customer Experience

and have the following direct reports:

- Head of Service – IT Operations
- Head of Service – Business & Digital Systems
- Head of Service – Projects & Programmes
- Head of Service - Customer Experience

9. Principal areas of accountability:

Provide strategic leadership and direction for IT & Digital Services to ensure that the Council's core values, and strategic aims are achieved by providing a clear sense of purpose and direction to motivate and develop employees to achieve high performance.

Provide inspiring leadership that is customer driven, proactive, flexible, facilitates workable solutions and supports the Council in the achievement of the corporate plan.

Accountable for the delivery of the Council's Digital, Data and Cyber Security Strategies, ensuring that the action plan is appropriately challenging and achieved, and that an ongoing programme of development and future strategies are developed.

Work with the Chief Executive and senior leadership team to prioritise and implement transformational change that is cost effective, promotes the most effective use of the investment in employees and technology, and meets the Council's agreed operating model.

Drive the implementation and establishment of digital cultural change, enabling the Council to effectively enable and gain the best results from its workforce and citizens to engage in a digital way.

Provide digital and cyber advice to the chief executive and senior team on all aspects of digital and cyber matters to ensure, the achievement of overall strategic and operational goals.

Provide Digital and Cyber Security advice to, and attend Scrutiny Committee, Cabinet and Cabinet Policy Forum as required.

To ensure the Council fulfils its duties and functions in fulfilment of statutory obligations & the law in the operation of these services. Advise the Council on digital cyber security compliance changes and implement changes where required.

To develop and maintain a positive working environment encouraging active involvement of staff in shaping the development and delivery of capable and timely services and

promotion of equal opportunities.

Accountable for the achievement of service performance, ensuring service plans are in place and that outcomes, targets and objectives are within approved budgets for the service. Manage employees, and service performance in accordance with Council procedures and objectives.

Act as an ambassador for the Council, promoting and developing the authority's image, forming strategic alliances, and developing effective working relationships on a local, regional, and national basis including partner organisations, businesses suppliers and other contractors.

Support and deputise for the Executive Director Corporate Services and Chief Executive as appropriate, particularly with regards to Digital and Cyber matters.

Accountable for the providing strategic direction and lead the planning, development, implementation, monitoring and review of the Council's Digital, Data and Cyber Security strategies, policies, standard and management systems.

Directly lead and oversee the strategic direction of IT & Digital services for the Council as well as providing strategic co-ordination and collaboration with other authorities in the region.

Ensure that expert advice, guidance, and information is available in an intelligible and timely fashion to the Senior Managers, Councillors, Senior Management Teams, regulators and other stakeholders.

Ensure that the IT & Digital Service as well the Council 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.

Deliver cost savings targets associated with the IT and Digital Strategy and identify and facilitate cost savings elsewhere in the Council that are dependent on either technical, digital or system solutions.

Accountable for providing the portfolio management across all transformation change projects, ensuring all projects are delivered on time and budget, to the satisfaction of business stakeholders and our customers and that project deliverables are of high quality and delivered following due process.

10. Areas of responsibility:

The post holder will be responsible for the following service areas:

- IT Operations
- Business & Digital Systems

- Projects & Programmes
- Customer Experience

Direct, lead and manage the design, development and delivery of all IT and Digital Services for the Council its 1,300 staff and Peterborough Ltd.

Direct the IT & Digital Service, through delegation to Heads of Service, to ensure the optimum provision of information and communications technology services for the Council. Lead the management and development of the IT & Digital Service to ensure that all agreed objectives, priorities, and financial targets are achieved on time.

Provide the leadership and vision to develop and drive the IT strategic roadmap and transformation aligned to the business needs of the Council.

Facilitate the alignment, convergence, promotion, and on-going development of the IT Strategy working closely with relevant teams to create and deliver a roadmap and comprehensive implementation plan.

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.

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.

Work closely with Information Governance and actively contribute to and participate in the development and maintenance of Information Management strategies across the Council

Work closely with business intelligence and actively contribute to and participate in the development and maintenance of business intelligence strategies across the Council

Statutory Responsibilities:

Contribute to the management of the council at a senior level by attending and contributing to corporate programme boards which develop strategy and policy and implement key programmes and projects as per the Corporate Plan.

Lead on corporate projects, Digital and cyber Security Board and contribute to the development of corporate policies and strategic decision making as required. Act as the Sponsor or Senior Responsible Officer (SRO) for workstreams defined by the corporate programme boards.

Work across the organisation with other services to deliver Council priorities and instigate action to enable their adoption and delivery.

Responsible for providing a modern service that supports managers to deliver the best outcomes and performance from employees of the Council. Provide best-practice innovative advice and practices and seeks to modernise approaches to provide a

consistent and high-quality service which is efficient, and customer focused on service delivery.

Actively encourage innovation and creativity across the team through excellent people engagement, pushing boundaries to improve efficiency, provide value for money and achieve new ways of working. Ensuring that a system of continuous review and improvement is embedded within the service, so that “traditional thinking” is challenged, and innovation pursued.

11. Key relationships:

Line Manager – Executive Director of Corporate Services & s151 Officer

Attendance required as follows:

- 1:1 meeting monthly with Executive Director of Corporate Services & s151 Officer
- Budget CLT
- ECLT
- Digital Board
- Procurement Board
- Risk Management Board
- Corporate Portfolio Board
- Strategic Cyber Security Board
- Capital & Transformation Review Group
- Cambridgeshire & Peterborough NHS Digital Enabling Group
- Directorate Management Team meetings weekly
- Bi-monthly performance conversation, mid-year review and annual review.
- Regular e-mail, telephone and personal contact and ad hoc meetings as required.

This is the most senior role for IT & Digital Services within the council. The work is self-directed as the post holder will liaise with the Chief Executive and senior team to establish the work priorities, corporate priorities, and direction as and when necessary.

Supervision focuses on the progress and achievement of key deliverables and projects. This will range from immediate tasks to the delivery of major projects with timescales of between 1 and 5 years.

Direct reports

- 1:1 meeting monthly.
- Departmental management team meeting weekly.
- Monthly performance conversation, mid-year review, annual appraisal.
- Regular e-mail, telephone, personal contact, and ad hoc meetings as required.

Other contacts

- Regular contact with Elected Members including the Leader of the Council
- Wide range of internal and external contacts including directors, senior managers, trades unions and professional bodies
- Partnership working with key external stakeholders across the public, private and voluntary sectors.
- Frequent requests for advice on a range of issues from officers across the Council (including outside normal working hours where necessary)
- Regular contact with CLT/ELT colleagues (at least 2 or 3 times a week) to support their service delivery and strategic issues
- Attendance at Cabinet Policy Forums, Group Leaders and other meetings requested by the Executive Director
- Attendance at Cabinet and Scrutiny Committee meetings requested by the Executive Director
- Representing the authority at external local and national events
- Supplier relationship management
- National Cyber Security Centre
- DHLUC
- NHS

12. Decision Making Authority:

Takes all strategic and operational decisions relating to the service areas without reference to the Executive Director Corporate Services and/or Chief Executive, who are kept informed of high-profile matters on a need-to-know basis.

Informs and/or consults the Executive Director Corporate Services and/or Chief Executive about all politically sensitive and complex matters relating to the business of the division.

Takes responsibility for the development of strategic business and financial plans for the services in the context of a collaborative corporate and departmental planning framework.

Takes responsibility for the financial decisions within the overall budget directorate and corporate standing orders and financial regulations.

Makes recommendations to the Chief Executive and CLT in relation to strategic policy and planning of the services, defining priorities, and developing plans in response to those priorities.

Contributes to the strategic development as a member of the Corporate Leadership Team.

Supports and deputises for the Executive Director Corporate Services and Chief

Executive as appropriate, particularly with regards to Digital & Cyber Security matters.

13. Person Specification:

Experience:

Significant and successful experience of:

- Working within a large and complex organisation with comparable scope, responsibilities, budget, and resources.
- Delivery of public services with competing priorities and demands often outside of the Council's direct control.
- Delivering projects on time and within budget and outcomes.
- Contributing to strategic decision making, resource allocation and to policy formulation and delivery, adopting a problem-solving culture.
- Leading transformational change and 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.
- Leading, 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.

Role Specific:

- Delivery of operational and strategic IT, Digital, Data and Cyber Security to large complex organisation with varied needs within a local government context and its citizens
- Working at a senior level within a large and complex organisation with comparable scope, responsibilities, budget, and resources.
- Providing balanced strategic advice and guidance in a political setting.
- Leading the delivery of public services with competing priorities and demands often outside of the Council's direct control.
- 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.
- Delivering complex projects on time and within budget and outcomes.
- 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
- Leading, 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
 - Extensive experience of leading and developing a team of senior professionals and providing leadership and direction across a range of services including IT, Digital and Cyber Security services.
 - Proven experience of influencing strategic digital policy direction within a large complex organisation such as a local authority.
 - Extensive experience of advising directors and senior managers on digital challenges providing practical ideas and innovative solutions that meets business needs.
 - Demonstrated evidence of significant service improvement through managing change including staff engagement, capacity building, and digital workforce modernisation.
 - Experience of working effectively in a political environment, demonstrating high levels of political awareness, sensitivity, confidentiality and understanding with the ability to translate that into delivering winning the confidence of senior managers and elected members.
 - Experience of leading and delivering large-scale transformation programmes and application of project methodologies

Skills and Knowledge:

Ability to demonstrate:

- A comprehensive understanding of the current issues and challenges facing local government as well as the statutory framework governing the sector.
- Skills in understanding and responding to different perspectives and taking a cross-organisational approach.
- Business acumen and the ability to focus on always obtaining best value for money balanced, against the difficult and sensitive challenges faced.
- Ability to lead, develop and sustain effective team and partnership 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.
- Highly developed influencing and negotiation skills.
- Understanding of the barriers to organisational and cultural change and the commitment to being a catalyst for change.
- Awareness of project and programme methodology and skills required for large scale transformation.

Role Specific:

- Strategic and logical thinker and decision maker able to provide practical and creative solutions to the management of partnership, corporate and directorate issues.
- In depth knowledge of current best practice and policies in Digital, Data and Cyber Security.
- Understanding of the current local government context and Digital, Data and Cyber Security best practice.
- Substantial knowledge of public sector practice, the political environment, and statutory obligations across the organisation.
- A strong understanding of the financial framework governing local authority activities.
- An understanding of the contemporary public change agenda.
- Ability to negotiate complex matters of high value, translating those matters into action that best represents and protects the interests, desires, and good governance of the authority.
- Demonstrable continuous development and improvement of own leadership and professional practice.
- Ability to establish personal credibility as a positive agent for change.
- Resilience and the ability to deal with conflict.
- Understanding of project, programmes, and transformation approaches

Personal Effectiveness

Ability to demonstrate:

- A clear and strong personal commitment to equality, diversity and inclusion and a track record of leading by example.
- Evidence of leading people and services to recognise, respect and value individual needs to achieve a culture of inclusivity.
- The political acumen and skills to develop productive working relationships with Councillors that command respect, trust, and confidence.
- 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 and promoting positive leadership practice, role modelling these behaviours for others.
- Delivery of large-scale transformation and improvement programmes

Role Specific:

Qualifications

- A relevant graduate Level qualification or equivalent and/or relevant compensating experience at a leadership level.
- Evidence of continuous professional and leadership skill development.

Role Specific:

- Evidence of continuous professional and leadership skill development within Digital, Data and Cyber Security

14. Additional Information:

Political Restriction

This post is politically restricted under the Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 and the post holder may not have any active political role either in or outside work.

Operating

The role is about the strategic leadership with accountability for ensuring the Digital, Data and Cyber Security strategies are aligned to the corporate plan and drives a performance and service driven culture. The role provides high quality Digital, Data and Cyber Security advice to the Council, Chief Officers, and Elected Members to underpin effective decision making, meet statutory requirements and ensure good general practice. This involves interpretation of the law and best practice for all the Council's service delivery functions.

Environment

The postholder will work within a complex and challenging environment where the reputation of the Council as an employer is dependent upon this role. The postholder will not only have responsibility of the management of the IT & Digital service but will have a key role to play in the support of the Council's 1,300 employees. This will require working with senior managers, trades unions and Elected Members.

The postholder will also have a responsibility for the delivery of IT and Digital services to Peterborough Ltd.

The postholder will also be the principal Digital, Data and Cyber Security advisor to the Council. This can range from ensuring that the Council acts lawfully to leading on mitigations to cyber security attacks.

Framework

The postholder will operate within a legal framework ensuring that the Council acts both

lawfully and promotes itself as a good employer. There are strict regulations concerning transparency, and public expectation that the Council is being honest and open in its workings and reputational risk needs to be considered across all aspects of the digital function ensuring that public money is used in the most cost effective and responsible way.

SIGNATURES:

After reviewing the questionnaire sign it to confirm its accuracy

JOB HOLDER: _____ **DATE:** _____

LINE MANAGER: _____ **DATE:** _____