

# Assistant Director ICT and Digital Services

**Reports to:** Strategic Director, Change & Support Services

**Salary:** JNC

**Job purpose:**

- To provide visionary strategic leadership for ICT and digital (ICT&D) services for the Council, service users, external partners and for wider community development.
- To provide strong leadership and senior- level advocacy for the delivery of technology solutions both ICT and digital – that support the Council's current and future business transformation programmes.
- To define the strategic direction and business priorities for the development of the Council's technology, ensuring that digitally driven solutions and services are fully supported by the right architectures and systems and that dependence on existing legacy systems and contracts is dramatically reduced.
- To influence the work with our partners and suppliers, the management of our Operational ICT&D which defines and manages the technology infrastructure on which the business runs in accordance with our statutory and legal obligations and wider government for compliance, security and resilience standards.
- To work with business stakeholders to move the organisation to an increasingly agile state of continuous business transformation.
- To lead the management and retirement of existing legacy systems while ensuring that core technology services are delivered at a high level of quality for the Council, service users and staff.
- To oversee the development of future strategy with Service Birmingham.
- To bring a deep knowledge of the current technology landscape and market place to the Council and ensure that it makes the most effective use of modern standards and solutions and good value investment decisions.

- To work with elected Members and portfolio holders to develop and constantly revise service strategies and customer propositions that are consistent with the delivery of Council policies.
- To develop an ICT&D strategy which enables increased access for service users to services and at the same time develops capability and knowledge within the community which in turn improves people's lives.
- To lead and design a sourcing strategy that will go beyond the existing Service Birmingham contract.

## **Duties and responsibilities:**

The role is to:

- deliver projects or programmes with a strong understanding of agile project management methodologies, change and risk management and the interaction between product development, implementation and support services.
- defining the problem, vision and solution for the business and cultural change required to drive technology transformation, and introducing new processes and procedures to ensure business and service improvements are achieved.
- prioritise and drive the successful delivery of customer focussed programmes and projects within relevant time and cost constraints and to the appropriate level of quality.
- work with the Corporate Leadership Team to shape the Council's strategic approach to ICT and Digital Services, including security, procurement, governance, and capability building.
- build a culture of data driven delivery within the Council, and ensuring the delivery and iteration of technology services is supported by effective analysis of the financial benefits of taking an agile, open, user-driver approach.
- actively participate in cross-departmental process improvements, ensuring technology is strategically designed and implemented on a directorate, user-focused basis.

- ensure customer focussed service is delivered which constantly seeks to improve service experience for colleagues, members and customers whilst driving efficiency and the effective deployment of sourcing approaches and suppliers.
- influence the recruitment and embedding of a sustainable digital capability across the Council and a complementary culture change strategy to widen all staff's awareness of digital approaches and tools.
- effectively utilise the human, financial and other resources available.
- To support the development of an agile Council, which will help to determine the design, shape, and size of the workforce.
- drive linkages and greater co-ordination with partner organisation's and ensures the city plays a full part in national and regional activities.
- present reports and to represent the Local Authority at Council Committees, Sub-Committees, Constituency and Ward Committees, Working Parties, professional events and other meetings and occasions.
- promote and ensure compliance with all of the City Council's Strategies, Policies and Procedures, including Equal Opportunities, Health and Safety at Work, My Appraisal, Quality, Managing Attendance, etc.
- any other duties commensurate with the grading of the job.

## **Budget and Resources:**

- ICT budget plus internal client function?

## Assistant Director ICT and Digital Services

### Person Specification

Method of Assessment (MOA) –

AF – APPLICATION FORM; I – INTERVIEW; T – TEST OR EXERCISE; P – PRESENTATION

Criteria	Essential	MOA
<b>Diversity</b>	All BCC employees are expected to understand and be committed to equal opportunities and diversity in employment and service delivery	I & P
<b>Experience</b> (Relevant work and other experience)	1. Evidence of exceptional leadership with a proven ability to set a strong direction and convey a persuasive future vision at all levels	AF & I
	2. Experience as a Chief Technology Officer, Chief Information Officer or senior IT Director (or equivalent) and of managing large outsourced contracts	AF & I
	3. Demonstrable and practical experience at a senior level, in public or private sector, of working with senior colleagues to deliver transformational change to business processes and systems, to deliver cost savings and service improvements for customers	AF& I
	4. Experience of leading transformation programmes that has radically improved performance and achieved significant budget savings	I & P
	5. Highly articulate and credible at the most senior level across and outside the Council, consistently delivering inspiring, engaging and meaningful messages about the future direction of IT and digital services	AF & I
	6. Digitally literate and capable of effectively engaging with technical staff, suppliers and stakeholders to define the best approach to service design to achieve business/user objectives	AF & I
	7. Experience of innovative approaches to sourcing services, and of managing relationships with large suppliers	AF& I
	8. Experience of developing technology strategies and managing the delivery of associated technical services, solutions and architectures and technologies.	AF & I
	9. Understanding and experience of using of agile project management techniques and working practices, open source, cloud platforms and digital services	AF & I
	10. Managing senior stakeholders, both internal and external, and confidence in dealing with, and influencing, senior officials, and producing clear and non-technical advice on complex issues	AF & I

	11. Experience of defining system architectures for large, technology –driven organisations 12. Strong estimation and budget scoping skills 13. Demonstrable experience of working with modern network management solutions (MPLS or similar); utility or commoditised hosting environments; cloud-based procurement	AF & I  AF & I  AF & I
<b>Skills &amp; Ability</b> e.g. written communication skills, dealing with the public etc.	1. Ability to lead major business transformation projects that have delivered major improvements and savings. 2. Ability to create a Council that is viewed as an exemplar of high quality technology transformation across the West Midlands and beyond, making it an enviable environment to work in 3. Excellent communication and presentation skills, adapting style and content to meet the needs of the audience. 4. Ability to scope, plan, manage and co-ordinate projects and programme services to deliver transformational change. 5. Ability to write clear, concise reports and other communications. 6. Ability to successfully persuade and influence others at the highest level. 7. Ability to think strategically, act corporately and respond to corporate challenges. 8. Ability to identify and respond to sensitive complex political and cultural issues relating to the services provided by the Council. 9. Ability to understand and manage complex issues and situations and provide effective solutions or adjustments to service delivery. 10. Ability to show resilience under pressure and the capacity and capability for effective self-management. 11. Ability to manage complex partnerships involving various stakeholders within a political environment. 12. Ability to manage and monitor performance effectively and set clear objectives and targets for the review of senior level performance 13. Ability to build strong new teams and new approaches to achieve transformational change and accelerate the development process	I & T  P  I & T I & T T I & P I & T I & T I & P AF & T AF & I I & T I & T
<b>Education/Qualifications</b> NB: Full regard must be paid to overseas qualification	1. Qualifications relevant to the role 2. Relevant degree or equivalent qualification and experience.	AF AF

<b>Values and Behaviours</b>	<p><b>We are true to our word: When we make promises we keep them.</b></p> <ul style="list-style-type: none"> <li>• Makes time to build trusting relationships</li> <li>• Makes sure people who are affected are involved and kept well - informed</li> <li>• Gives people ongoing feedback that helps them improve their performance</li> <li>• Shows s/he believes in what they say</li> <li>• Promptly addresses any problems</li> </ul> <p><b>We act courageously: We lead, we manage and we tackle the difficult issues: every day, every one of us.</b></p> <ul style="list-style-type: none"> <li>• Unafraid to ask challenging questions</li> <li>• Courage to speak out on difficult issues</li> <li>• Uses h/her initiative to do something different</li> <li>• Has difficult conversations when necessary</li> <li>• Embraces new ways of working to encourage change</li> </ul> <p><b>We put citizens first: We are empathetic and respectful in everything we do.</b></p> <ul style="list-style-type: none"> <li>• Makes time to listen carefully to people to understand their needs</li> <li>• Treats all people with complete respect and understanding</li> <li>• Puts themselves in the shoes of the residents to deal with their issues</li> <li>• Is a patient and helpful person</li> <li>• Always treats people with kindness - 'the human touch'</li> </ul> <p><b>We achieve excellence: We get things right. First time every time.</b></p> <ul style="list-style-type: none"> <li>• He/she give's their very best every day</li> <li>• Looks for ways to keep doing his/her job better</li> <li>• Helps other people achieve and celebrate their goals</li> <li>• Recognises mistakes and does something to put it right Asks for feedback to improve his or her performance</li> <li>• Asks for feedback to improve his or her performance</li> </ul>	<p><b>AF/T/I/P</b></p> <p><b>AF/T/I/P</b></p> <p><b>AF/T/I/P</b></p> <p><b>AF/T/I/P</b></p>
<b>Leadership Drivers Behaviours for 360</b>	<p><b>Shaping the Future: We all share and communicate the same vision for the future council.</b></p> <ul style="list-style-type: none"> <li>• Ensures people have a clear, shared understanding of the vision for the service</li> <li>• Searches for great practices and ideas from outside the council to make BCC even better</li> <li>• Ensures people know what steps they'll need to take, to achieve the future vision, achieve outcomes and make a difference</li> <li>• Achieves a good balance between short-term operational issues and longer term strategic goals</li> <li>• Encourages people to try out new ways and ideas to improve things</li> </ul>	<p><b>AF/T/I/P</b></p>

	<p><b>Positive Leadership: We create a climate of positivity that inspires people to do their best work.</b></p> <ul style="list-style-type: none"> <li>• Inspires people to act in the public interest of Birmingham</li> <li>• Makes people feel valued</li> <li>• Is visible and accessible to all staff at all levels</li> <li>• Recognises and celebrates progress</li> <li>• Focuses on solutions, rather than problems</li> </ul> <p><b>Promoting Collaboration: We work across and outside the council, to share knowledge and skills, and jointly solve problems.</b></p> <ul style="list-style-type: none"> <li>• Proactively supports and promotes working with people and teams outside his/her own area and council where appropriate</li> <li>• Readily collaborates and co-creates with communities, internal &amp; external partners and all staff , to achieve better public outcomes</li> <li>• Looks for feedback from others and ways to improve his/her performance</li> <li>• Looks for way to create common goals with others outside his/her own area</li> <li>• Actively builds networks across and outside of the council</li> </ul> <p><b>Raising Performance: We create the environment to enable people to be the best they can be.</b></p> <ul style="list-style-type: none"> <li>• Gives people ongoing feedback and coaching that helps them improve their performance</li> <li>• Makes sure people are clear about what he/she expects from them (what "good" or "excellent" looks like)</li> <li>• Is clear he/she expects high performance. Will not tolerate average or poor performance</li> <li>• Promptly addresses under performance, when needed</li> <li>• Identifies, attracts, develops and retains exceptional talent</li> </ul> <p><b>Driving Innovation and Improvement: We are relentlessly curious and open to new ways of working to improve the council.</b></p> <ul style="list-style-type: none"> <li>• Welcomes change and responds quickly to changing situations</li> <li>• Rigorously focuses resources on the priorities that make the biggest contribution to the future council vision</li> <li>• Creates a climate where constructive challenge and new ideas are encouraged</li> <li>• Always questions if we could do things differently to get better</li> <li>• Is open to new ideas, whoever or wherever they come from</li> </ul>	<p>AF/T/I/P</p> <p>AF/T/I/P</p> <p>AF/T/I/P</p> <p>AF/T/I/P</p>
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