



Title Head of Technology and Digital	Department Chief Executive's Department	Post Ref.
<b>Job Purpose</b> To be a strong voice in the digital transformation of the Council. To bring a positive approach to service delivery and a strong belief in putting the customer first. To work with internal senior leaders, external partners and key stakeholders to progress digital transformation in NCC. To lead, set direction and define the strategy to support the digital ambitions and technology of the Council. To lead and further develop the team into a responsive, agile and product focused digital service organisation. Foster and develop relationships with your peers in other UK Councils to help NCC learn from others, deliver faster and save time and money. Develop an outward looking digital and technology function that others can learn and draw experience from.		
<b>Key Responsibilities</b> <ol style="list-style-type: none"><li>1. Drive forward the digital transformation across the authority. Develop the technical architecture by overseeing the commissioning and deployment of new technical capability within the council, which delivers on objectives around workforce agility, digital transformation, customer access and service integration.</li><li>2. Act as the head of function and the principal advisor to the council including Corporate Leadership Team and Elected Members, on all digital and technology issues, including driving the Council's Design Authority approach.</li><li>3. Represent the council at various regional and national level working groups on a range of ICT and other initiatives on behalf of the council and other partners.</li><li>4. Lead on the development of policies, strategies and service plans relevant to the areas of responsibility; including agreeing key objectives and priorities with Corporate leadership team and senior Elected Members.</li></ol>	<b>Key Accountabilities</b> <ol style="list-style-type: none"><li>1. Develop an ICT service which enables the delivery of the Council Plan and its commitments to improve outcomes for our citizens, communities and businesses.</li><li>2. Build strong and trusted relationships between ICT and partner organisations to ensure that business requirements are understood, and that technology is aligned to their evolving needs.</li><li>3. Continually achieve efficiencies in the direct costs of ICT whilst also helping others to deliver their savings plans through the provision of new improved solutions.</li><li>4. Commissioning and delivering services agreed in the service plan within agreed resources; including targets for improving efficiency and customer satisfaction.</li><li>5. Ensure staff performance within the services are managed.</li><li>6. Accountable for all budgets within the Group including ensuring that budgets are managed effectively.</li></ol>	

<p>5. Lead the commissioning and manage the delivery of the digital and technology service. Act as an exemplar for the Council's vision and values at all times.</p> <p>6. Manage the delivery of cost effective, fit for purpose technology led solutions to all users in the Council ensuring that they are appropriately innovative, quality driven and up to date.</p> <p>7. Manage the delivery of cost effective, fit for purpose technology led solutions to all users in the Council ensuring that they are appropriately innovative, quality driven and up to date</p> <p>8. Provide proactive and visible leadership to the ICT service group and ensure that it has a strong customer ethos and business focus within the service.</p> <p>9. Develop and maintain effective partnerships with external bodies, contractors and service providers to ensure the provision of an effective and efficient ICT service.</p> <p>10. Oversee the development of technology infrastructure and responsible for delivering digital and IT solutions and projects managing their implementation.</p> <p>11. Bring an agile methodology to systems and product delivery. Working with the development and operational teams to move them to an integrated DevOps way of working.</p> <p>12. Oversee an excellent, secure, controlled and resilient ICT service whilst leading technical innovation within the council.</p>	<p>7. Ensuring the Council's use of technology and technology driven change meets statutory or regulatory standards.</p> <p>8. Accountable for the provision and management of the all technological ICT infrastructure for the Authority including hardware, software, networks, tools and telecommunications equipment.</p> <p>9. Accountable for the management of the ICT service in terms of quality, planning, resources, commissioning, setting standards, delivering performance internally and externally and managing contracts as necessary.</p>
<p><b>The post holder will perform any duty or task that is appropriate for the role described</b></p>	

<b>Person Specification</b>	
<b>Education and Knowledge</b> <ol style="list-style-type: none"> <li>1. Management qualification or equivalent experience</li> <li>2. Evidence of continuous professional development.</li> <li>3. Comprehensive knowledge of the main issues and influences affecting the service area.</li> <li>4. Detailed knowledge of main issues and influences affecting the services allocated to this post.</li> <li>5. Comprehensive knowledge of the principles and practice of: <ul style="list-style-type: none"> <li>• effective people management;</li> <li>• excellent customer service;</li> <li>• continual improvement using an evidence – based approach; and,</li> <li>• appropriate risk management.</li> </ul> </li> <li>6. Professional qualification, CIPD or equivalent.</li> </ol>	<b>Personal skills and general competencies</b> <ol style="list-style-type: none"> <li>1. Ability to work successfully in a politically sensitive environment including working with political leadership at the highest level and advising/supporting elected members.</li> <li>2. A high level of personal drive and integrity and an understanding of how their personal leadership style impacts on service outcomes.</li> <li>3. Strong interpersonal skills enabling the post holder to provide purpose and direction to others in a changing environment to ensure effective engagement with customers, staff and other key stakeholders.</li> <li>4. Ability to make decisions and solve problems in a changing and complex service environment, involving planning solutions and prioritising personal and service resources</li> <li>5. Ability to meet agreed broad service objectives and delivery targets through the organisation of human, physical and financial resources.</li> <li>6. Acumen and judgement to successfully operate in a politically dynamic, complex and cross cutting environment.</li> <li>7. Ability to listen and respond to the needs of our customers and set a personally high standard of customer service</li> </ol>

<p><b><i>Experience</i></b></p> <ol style="list-style-type: none"> <li>1. Proven experience of leading digital transformation and change in a service delivery environment with responsibility for direction of a service involving the co-ordination and integration of a number of sub functions.</li> <li>2. Minimum of 10 years' experience of service delivery, including resource planning, performance management and effective and efficient delivery, in a relevant service area.</li> <li>3. Proven experience of running a full ICT lifecycle operation in a medium/large scale organisation.</li> <li>4. Experience of handling innovation and change resulting from the implementation of digital and IT solutions.</li> <li>5. Experience of managing and motivating a multidisciplinary team to deliver high quality services and achieve organisational priorities in a context of continuous change.</li> </ol>	<ol style="list-style-type: none"> <li>8. Ability to challenge the way we work and to find creative and innovative solutions</li> <li>9. Demonstrates fairness and equality in the treatment of customers and staff.</li> <li>10. Ability to be pragmatic, process focused and quality driven but know when tactical must overrule strategy.</li> </ol>
<p><b><i>Role Dimensions</i></b></p> <ol style="list-style-type: none"> <li>1. Responsible for the Council's ICT functions which include architecture and infrastructure, innovation and design, governance and compliance, development and operation and customer support and enablement.</li> <li>2. As a digital transformation leader, the post holder will work with transformation and change Governance Board and key stakeholders to embed the Design Authority approach and support the transformation of services by enabling the optimisation of digital technology across the organisation.</li> <li>3. The postholder will operate at a strategic level and provide expert advice to the senior officers, Corporate Leadership Team, Leader of the Council and elected members on all ICT related matters.</li> </ol>	

4. Lead the development and effective implementation of Council policies, strategies and longer-term plans in relation to the post holder's areas of responsibilities.
5. Establish and maintain effective working relationships with key stakeholders on behalf of the Council to ensure the delivery of corporate priorities.
6. The post holder will also have strategic responsibility for shaping and delivering digital transformation agenda for the council and will work very closely with transformation and change team and senior stakeholders within the County Council (Elected members, CLT, Service Directors, Group Managers), in Partner Organisations, in other Local Authorities and external supplier organisations.
7. Budgetary responsibility: Directly accountable for over £11m budget.
8. Staff responsibility: Lead a team of c150 staff under 6-7 direct reports.
9. A copy of new structure attached.

Date