

Northumberland County Council

JOB DESCRIPTION

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| Post Title: Head of Digital Delivery | Director/Service/Sector: Finance/ Information Services | | Office Use |
| Grade: Band 13 | Workplace: County Hall Based | | JE ref: Z216 HRMS ref: |
| Responsible to: Director of IT | Date: June 2020 | Job Family: IT | |

Job Purpose: To set and deliver the strategic direction for management of technology resources, including corporate telecommunications functions, and promoting the opportunities that technology presents to the organisation and Northumberland's citizens and businesses, including the feasibility of change and its likely impact upon the business.

To lead the allocation of resources for the planning, development and delivery of information systems services and products, supporting the effective delivery of the IT service's portfolio of work.

To inspire creativity and flexibility in the management and application of IT.

Working together with the IT Management team, to take the lead responsibility for developing relationships with service users at the highest level to understand and shape demand and to plan the long term strategic direction (e.g. designing strategy to make best use of cloud services to increase agility, strategic planning of resources, etc.)

To plan and report on a portfolio of programmes to ensure the effective implementation of interrelated programmes / projects from business case initiation to final operational stage, including the definition of standards for project / programme delivery.

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| Resources | Staff | Manage and lead a team of IT Portfolio Management, Solutions Architect Management, IT Trainers, Analysts and Project Managers, Professional, Technical, Operational and Administrative support staff and, as necessary Interims and Sub-Contractors providing front line and or back office services. |
| | Finance | Direct overall responsibility for service budgets, monitoring and controlling expenditure against forecasts. Effectively manage service contracts and service level agreements with contractors, clients and community partners. Manage significant capital projects, monitoring effective spend against budget. |
| | Physical | Direct overall responsibility for the service's corporate assets, including significant bodies of resources. |
| | Clients | Leads, develops and oversees corporate IT Strategy & Change management that has a significant impact upon the well being of service users. |

Duties and key result areas:

1. You will provide agile leadership to a multi-disciplinary agile team and you'll help embed agile principles and practices across the wider organisation and build and nurture the relationships with senior stakeholders.
2. Manage, delegate and direct the human (including sub-contractors), physical and financial resources of the service to effectively achieve corporate objectives, ensuring the continued availability of IT systems and effectively managing downtime to minimise disruption to services. Ensure effective contingency plans are implemented to reduce the impact to service users.
3. To lead regular service reviews with major suppliers and meet supplier representatives when necessary to monitor progress against issues and to ensure that an agreed level of service is maintained.
4. Ensure that an efficient, high quality and cost effective service is delivered by private sector partners, commissioned to provide additional professional support, to ensure the delivery of the Council's agreed priorities.
5. To take responsibility for identifying strategic opportunities to reduce costs, manage strategic cost pressures for the Delivery teams and develop options for future change to improve value for money / manage cost pressures.
6. Ensure that services operate effective performance management procedures and that both staff and service development is fully supported through appraisal, training and development.
7. To lead the development of the portfolio roadmap and ongoing portfolio management activity, ensuring that this supports effective delivery of the Council's business and

technology strategies.

8. Continuously motivate teams and individuals by providing clear delegation and direction, always maintaining positive relationships with employees.
9. Maintain effective management, communication systems and processes within the service and, in conjunction with senior colleagues, ensure that employees, at all levels, are fully aware of their respective roles, functions and responsibilities and changes to legislation or Council policies.
10. Continuously promote effective partnership arrangements, for the delivery of high quality services, through effective and constructive relationships with colleagues and external contacts.
11. To build and support a strong community of practice for delivery professionals in the organisation.
12. Operational responsibility for delivery of significant capital projects.
13. Ensure that robust mechanisms are continuously developed to establish and monitor the effectiveness of service related strategies, policies and practices.
14. As an integral member of the Corporate IT Service Management Team, lead and fully participate in the corporate planning and management processes for the service.
15. Promote ongoing good relations with all other Directorates of the Council with a view to achieving the most effective performance of its functions to achieve a co-ordinated approach to the development and provision of services.
16. Ensure effective joint working and planning with all relevant external agencies, so as to maximise the Council's role, function and influence in relation to all aspects of service provision.
17. Actively promote the role of the service and Council in relation to its service activities and policies at local, regional and national level as appropriate.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

| Work Arrangements | |
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| Transport requirements: | Involves travel to work sites, area offices or training venues throughout the County and further a field on occasion. |
| Working patterns: | Normal office hours but flexi-hours may apply, if cover provided, Stand –by and Call out arrangements may apply. |
| Working conditions: | Predominantly office based but with some regular exposure to working outdoors. |

Northumberland County Council

PERSON SPECIFICATION

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| Post Title: Head of Digital Delivery | Director/Service/Sector: Information Services | Ref: Z216 |
| Essential | Desirable | Assess by |
| Qualifications and Knowledge | | |
| <p>Degree level or equivalent suitable evidenced experience. Evidence of recent relevant Delivery Management Training Relevant professional qualifications in Agile Delivery Thorough understanding of relevant legislation, regulations and professional best practice. Thorough understanding of Health & Safety legislation and the ability to produce concise but accurate risk assessments. Thorough understanding of contemporary issues within the service. Evidence of continuing professional and managerial development.</p> | <p>Relevant professional accreditation - Scrum, Kanban, Prince</p> | |
| Experience | | |
| <p>Recent extensive experience and consistent successful leadership achievement within an organisation of comparable scope and complexity. Experience of Leading Digital Delivery in Government A demonstrable track record of leading and managing teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners. Experience and a proven track record in the formulation and delivery of strategies and policies within an organisation of comparable scope and complexity. Experience and demonstrable success in the management of change and of securing the support of others in the process. Experience of resource management within a comparable organisation. A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders.</p> | <p>Experience of a range of strategic management functions. Knowledge of local government corporate management systems.</p> | |
| Skills and competencies | | |
| <p>Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing the staff and fostering a positive organisational culture. Ability to operate effectively within the democratic process and to develop productive working relationships with Council Members that command respect, trust and confidence. Ability to maintain a clear overview of the issues affecting the Council in general and the service in particular. Strong analytical skills and an excellent aptitude for developing innovative solutions to complex problems. Ability to propose, develop and implement effective strategies in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions. Well developed networking, partnership, advocacy, negotiating and presentation skills that are persuasive and influential with others. Customer orientation and core skills. Financial and commercial awareness. Exceptional IT skills and awareness.</p> | | |

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| Excellent interpersonal and communication skills to relate effectively to, and command the respect, trust and confidence of, colleagues, Council Members, and other stakeholders. | | |
| Physical, mental and emotional demands | | |
| Normally works from a seated position but with regular need to walk, bend or carry items. Need to maintain general awareness with some lengthy periods of enhanced concentration. Extensive contact with public/clients in dispute/negotiations with the Council. | | |
| Motivation | | |
| A corporate orientation and a commitment to tackling issues in a non-departmental manner. Personality, conduct and credibility that engages and commands the confidence of colleagues, Council Members and other stakeholders. | | |
| Other | | |
| The ability to drive and, as necessary, work unsocial working hours. | | |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits