Role profile

Job Title:	Assistant Director of Digital and ICT	Grade:	CB2
Department:	Digital and ICT	Post no.:	TBC
Directorate:	Resources	Location:	Perceval House/ Hybrid

Role reports to:	Strategic Director, Resources
Direct reports:	Head of ICT, Head of Information Governance, Chief Information Security Officer (SIRO)
Indirect reports:	Digital and ICT staff Circa 60

Job description

Purpose of role

The AD Digital and ICT will lead on strategic transformation and change in digital, data and technology. The role is responsible for developing, implementing and keeping up-to-date a Digital Strategy and related strategies, the council's ICT infrastructure and capabilities.

As the key digital advisor to Strategic Leadership Team and their directorates, this position will combine innovative thinking to challenge current service delivery and drive transformation and change to deliver excellent digital services and improve efficiency and outcomes for residents with the requirement to ensure that the council's digital infrastructure is robust and secure and protects the council's and residents' data and information.

The role will work corporately in collaboration with all council services and external partners to integrate and deliver high quality and effective Digital and ICT services enabling the council to achieve its vision and priorities efficiently and effectively, delivering value for money within available resources.

Key role specific accountabilities

- Ensure strong and visible leadership in setting the strategic vision and direction for the digital and ICT service and the council as the key adviser on digital and technology.
- Engage with the Strategic Leadership Team and wider leadership team to understand their requirements and develop a Digital Transformation agenda to enable the development of a consistent "one council" approach which is accessible, digital, personalised and real time.
- To lead and develop a proactive, customer-focussed team of technical and subject matter experts which responds to the changes in technological evolution, seeking continuous improvement and harnessing opportunities of technology to improve outcomes for residents and delivering value for money.

- Develop and maintain a resilient and high performing IT ecosystem so that technology enables the day-to-day activities of council staff and partners.
- Ensure that the robust cybersecurity policies, procedures and practice and in place and up to date, meeting all legal and regulatory requirements, to support business continuity and so that the information the council holds is protected effectively.
- Ensure that robust information governance and security policies, procedures and practice are in place to protect the data the council holds including training and awareness of staff and monitoring compliance.
- Responsible for the resourcing and co-ordination of digital services across the council, including sourcing and managing relationships with external strategic partners/ suppliers, delivering to agreed service standards and managing within approved budgets.
- Ensure effective communications with colleagues and service users to support and manage change, improve satisfaction and reduce avoidable contact.
- Responsible for monitoring and managing the performance of ICT systems and services supporting business performance, scrutinising performance information and data and making evidence based decisions which drive continuous service improvement.

Leadership

- Engage collaboratively as part of the wider council's leadership team to shape and respond to strategic vision and council wide objectives, linking the work of the resources directorate to that vision.
- Support and challenge the council's commitments to diversity, equity, inclusion and belonging and visibly back and engage in activities which create positive, impact.
- Ensure the successful implementation of health and safety legislation, policies and practices, risk management and take responsibility for the business continuity of your teams.

Partnership development and relationship building

- Cultivate and grow relationships with prospective and current partners (local authorities, NHS, resident and community, public sector, academic, business and civil society organisations, among others) and build networks with other organisations.
- Lead new opportunities, in partnership with the Strategic Leadership Team and wider leadership team, ensuring that the work is aligned to our vision.

People management and development

- Responsible for the recruitment, development, and training of staff and for managing their performance to meet organisational objectives.
- Collaborate and actively seek to share knowledge and experience and develop learning and practice with other members of the wider leadership and resources teams.
- Proactively cultivate relationships with councillors, leadership and directorate teams.
- Take responsibility for supporting the professional development of people in and beyond the resources directorate, including providing honest and timely feedback.
- Proactively collaborate with leadership, workforce and organisational development teams to support the directorate's well-being, growth, and team culture, as well as the processes needed to create a sense of clarity, consistency, and belonging for all team members.
- Ensure the council has a reputation as a great employer through excellent practice in equality, diversity and inclusion and through fair and compassionate leadership and management.

Financial management

- Maintain financial transparency and work with resources budget holders and the council's finance team to ensure that budgets are accurately set, managed and reported and managed within available budgets, managing pressures and identifying and delivering savings.
- As part of the directorate's management team, ensures that the directorate's overall portfolio of work and funding align with the broader council financial and strategic goals.
- Proactively work with the council's corporate teams (such as workforce, change, property and finance, amongst others) to support the council's operating model, organisational structure, risk mitigations and change requirements within a sustainable financial envelope.

Key relationships (internal and external)

- Strategic Director, Resources (Section 151 Officer)
- Resources Directorate Management Team
- Chief Executive
- Strategic Directors and their Departmental Management Teams
- Cabinet Member for Inclusive Economy
- External suppliers
- LOTI and other regional/ national professional networks
- Partner organisations including NHS organisations, schools, other local authorities and Voluntary and Community Sector

- Representatives of the government departments including ICO, NCSC
- Other key advisers such as technical advisers, consultants
- Trade unions / staff representatives

Authority level

- Lead adviser on all matters relating to the council's digital and ICT functions.

- Delegations as set out in the Constitution and Scheme of Delegated Powers including:
  - All aspects of people management including effective recruitment, induction, employee relations, performance management, disciplinary and grievance matters
  - Policy development and implementation subject to Strategic Director, Resources, SLT and Member consultation and approval as appropriate
  - To oversee/monitor and challenge service revenue, capital and project budgets

- Deputise for Strategic Director of Resources where required

Person specification

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

1. Expert knowledge of digital and ICT issues, including regulatory, legislative and policy requirements

2. Experience of developing and implementing digital, ICT and information security strategies

3. A good knowledge of portfolio, programme and project management and a proven record of delivering and supporting complex digital transformation and change programmes

4. Strong procurement and negotiation skills

5. Able to understand and explain current and future issues affecting the role, digital developments and ICT and identify options and develop new strategies

6. Excellent influencing, motivating and communication skills, using a variety of communications methods, including the ability to write reports for a wide range of audiences

7. Personal integrity, determination, resilience, and emotional intelligence

8. Demonstrates a high level of political acumen and the ability to provide responsive, impartial advice to councillors, Scrutiny Committees & Panels, Cabinet (Portfolio) members, MPs.

9. Using excellent leadership and team-working skills in a situation where priorities and goals can shift and develop quickly

10. Ability to be a leader and driver of change with the ability to overcome issues and challenges and bring about realistic resolution in the best interests of the department and the council

11. An awareness of Information Security strategy, business technology and how they apply at all levels within the organisation

12. In depth knowledge of information governance legislation and regulatory framework (GDPR), Freedom of Information Act 2000

Essential qualification(s) and experience

1. A track record of delivering service improvements in a senior role within a large organisation

2. Significant experience in developing and implementing key organisational strategies in relevant functional areas

3. Experience of managing change within a large complex organisation

4. Experience of successfully managing large services within budget

5. Experience of effectively managing complex ICT

6. Experience of working with a wide range of stakeholders and multi-agency services at all levels including senior leaders and customers

7. Experience of working with a strategic leadership team to create business-oriented digital, ICT and information security strategies that will meet their business needs while achieving cost efficiency and savings and deliver Value for Money

8. Relevant professional degree / qualification or equivalent experience

9. Evidence of continuous professional development.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards