

Role profile

Job Title:	Head of ICT	Grade:	CB3
Department:	Digital & ICT	Post no.:	64288
Directorate:	Resources	Location:	Perceval House

Role reports to:	AD Digital & ICT (CIO)
Direct reports:	4 Senior Managers
Indirect reports:	11 Junior Managers and 70 staff (not including third party suppliers on & off site)

Job description

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.

Purpose of role

- Lead all ICT and data operations.
- Lead on all ICT sourcing and procurement.
- Lead on all ICT service delivery functions, including Service Desk, Application delivery, desktop, server infrastructure, network and all other associated operations.
- Take responsibility for the portfolio of ICT programmes and projects.
- Work with council partners such as Schools, West London Waste, Police, ICB, WLA to deliver ICT solutions supporting integrated one council working.
- Lead on the co-ordination of ICT activity across the council, prioritising competing programmes and projects and allocating resources effectively.
- Seek opportunities to work with other London Borough ICT departments to deliver further quality improvements and savings.
- Champion and manage effectively ICT and Data Management teams.
- Responsible for the development, implementation and successful delivery of the council's ICT, information and data services working with key stakeholders to identify, develop and pursue best practice for the c4,000 users of services across the council.
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Key accountabilities

Strategy

- Lead on building positive relationships with the key stakeholders in the business, ensuring that the ICT service continually develops to meet business needs.
- Participate in the development of ICT strategy ensuring it meets the council's business objectives.
- Contribute to the development and delivery of the council's vision and the agenda for transformation.
- Inspire creativity and flexibility in the management and application of ICT.
- Demonstrate the contribution that technology can make to business objectives, validating business needs, taking into account the opportunities afforded by technology developments coupled with the implications of change on services and stakeholders.

Delivery

- Take responsibility for development, delivery and monitoring of ICT service delivery by ICT service providers, including the council's in-house ICT services, and the contracts with key suppliers.
- Establish strong working relationships with ICT service providers, working jointly to improve cost-effectiveness, to assure value for money, delivery performance, customer satisfaction and innovation.
- Negotiate with ICT service providers, ensuring providers meet both the public service needs of the council and any commercial aspirations.
- Ensure robust contingency, risk management, and business continuity plans are in place for ICT services and that these are coordinated with and support business continuity plans.
- Maintain and enforce standards and protocols for the use of information and communication technologies across the council.
- Take responsibility for the development and implementation of the council's information security in accordance with the information management strategy, ensuring the council meets all statutory requirements.
- Develop a continuous service improvement culture within the ICT service to ensure that it can continue to evolve in line with the changing business environment.
- Take responsibility for ICT governance and the mechanisms to ensure compliance with legislative and other council policies.
- Work with information management teams to set strategy, policy and standards for information management and develop proposals for ICT-enabled support for information management policy.
- Manage the monitoring and delivery of the performance of ICT systems and services. Provide effective scrutiny of financial and performance data.
- Develop the annual continuous service improvement plan (CSIP) for ICT in response to customer views and ensure continuous improvement in the services delivered.
- Use risk management principles in relation to all aspects of ICT service delivery.

- Further the council's equal opportunities and customer care objectives, in carrying out the responsibilities of the post.
- Manage the ICT management team following good management practices, including team meetings, appraisals, one-to-ones, ensuring senior managers and the wider team are motivated and meet their objectives. Develop the wider team's skillset in line with the professional development requirements for ICT, including programme and project management.

Procurement

- Lead on ICT strategic sourcing, procurement development, developing a sustainable fit for purpose service, ensuring that this is supported by a set of cost-effective external service contracts and that transitions are managed successfully.

Programme management and resource allocation

- Take responsibility for the portfolio of ICT programmes delivering the ICT strategy, assuring key outcomes for customers, managing dependencies, budget and benefits tracking, communications and engagement. Ensure this is supported by effective governance and reporting arrangements.
- Take accountability for and sponsor the management of ICT infrastructure programmes and projects.
- Lead on the co-ordination of ICT activity across the council, actively prioritising competing programmes and projects and allocating available resources effectively.
- Effectively manage resources to respond to business priorities cost effectively, allocating resources for the planning, development and delivery of all ICT services and products.
- Set and maintain a portfolio management approach across ICT projects and/or the ICT elements of major projects and programmes. Ensure portfolio design aligns with business strategy and makes the maximum contribution to the strategic goals and targets.

Budget

- Formulate annual revenue and capital budgets for ICT infrastructure and corporate ICT programmes and monitor them to ensure corporate policies and objectives are met within financial constraints.
- Manage the overall ICT budget and ensure compliance with the council's Medium-Term Financial Strategy and ICT Strategy. Establish transparent recharge mechanisms that enable business service control over consumption of variable ICT resources.

Communications

- Initiate and influence relationships with and between key stakeholders – Members, Strategic Directors and their DMTs, senior managers and partners.

- Develop an effective communications and engagement strategy to ensure business areas make informed choices and plans for the deployment of ICT in support of service delivery proposals.
- Ensure open communications are facilitated with and between stakeholders, including lessons learned and the feedback loop to and from business.
- Support the provision of high level advice to members, Strategic Directors and senior managers on ICT matters.

Key performance indicators

- Demonstrate successful achievement of all operational performance indicators.
- Achieve customer satisfaction survey results in excess of 85%.
- Demonstrate delivering a value for money service.
- Demonstrate successful delivery of 3rd party contracts through the achievement of SLAs.
- Demonstrate success in forward planning of the council's infrastructure capacity.
- Demonstrate successful delivery of projects within agreed timescales and cost envelopes.

Key relationships (internal and external)

- Members
- Strategic Directors and their Directorate Management Teams
- Ealing Leadership Team
- Heads of Service
- All staff
- Third party suppliers
- Public

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. An appropriate professional qualification/degree or equivalent knowledge and experience of key aspects of the role – financial, commercial, customer engagement, team working, achieving value for money, contracts management, third party supplier management, change management etc.
2. Exceptional inter-personal skills enabling engagement with all levels across the council with staff, members, external organisations, agencies and statutory bodies.
3. Leadership skills, including the ability to manage in a modern, empowering way, and to deputise for the AD Digital and ICT as required.
4. An understanding of ICT strategy, business technology and its application at all levels in this environment and the skills to think strategically, including:
 - a. contributing to ICT and information security strategies
 - b. interpreting and handling complex information
 - c. acting with political sensitivity
 - d. driving and engaging positively with change
5. A sound understanding of portfolio, programme and project management and a track record of delivering and enabling large-scale complex change programmes.
6. An understanding of key ICT management standards, including but not limited to ITIL, PRINCE and SFIA.
7. Robust procurement and negotiation skills.
8. Demonstrable ability to engage with and promote the councils' equal opportunities policy, and equalities and inclusion plans.
9. Employing excellent leadership and team-working skills in an environment where priorities and goals can quickly change and evolve
10. Ability to be a champion and drive change with the ability to cut through issues and difficulties and bring about pragmatic resolution in the best interests of the department and the council.

Essential qualification(s) and experience

1. Demonstrable experience of being able to communicate confidently and effectively at all levels of the organisation including elected council members, Strategic Directors, Directors, Assistant Directors, Heads of Service, staff and the public.
2. Experience of working with a management team to develop business focussed ICT and information security strategies that will effectively support their business needs whilst achieving effective cost control, value for money and the realisation of savings.
3. Demonstrable experience of writing and presenting reports to the Strategic Leadership Team and Members.

4. Demonstrable experience and awareness of ICT strategy and ability to turn strategic objectives into operational delivery and deliver change.
5. Experience of transforming and managing ICT services in a large organisation, preferably in a public service environment.
6. Demonstrable experience of effective and prudent financial management of multimillion budgets.
7. Understanding of the issues relating to effective service delivery at a time of budgetary constraints.

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