

A Head of Service responsible for the delivery of a professional capability for the Council through leading a support function(s), tactical expertise area or corporate level projects.

## Generic Responsibilities

- Lead a team of professionals, or act as lead professional, developing annual business plans and manage the operational delivery of services in order to deliver core objectives.
- Provide professional expertise and best practice to support the development and implementation of operational plans and ensure on-going professional development of self and others.
- Be engaged in delivering diverse and complex support services, providing expert professional advice and guidance to senior stakeholders including senior officers and elected members, to ensure that high quality service outcomes are achieved for service users.
- Play an influential role in advising, challenging and influencing stakeholders on trends, developments, issues, opportunities and innovations to support medium term planning and the delivery of improved outcomes.
- Allocate resources appropriately to support and ensure the delivery of specific objectives and intended outcomes and demonstrate value for money.
- Collate, analyse and interpret intelligence on emerging service trends, developments, issues, opportunities and innovations in order to support senior managers and other stakeholders in planning, policy setting and the delivery of improved service outcomes.
- Motivate, manage and develop staff to support a culture of high quality performance and continuous improvement to achieve excellent outcomes that meet the needs of citizens within a fixed level of resources. Resolve performance issues in order to support a culture of performance and productivity.
- Advise stakeholders on risks and issues related to regulations and standards and investigate any areas of concern, implementing policies to support the delivery of Council objectives and plans and that comply with all relevant legislation and statutory requirements.
- Develop Council wide operational policies and procedures within a broad but distinct area of expertise in order to drive best practice and legislative compliance across the Council
- Manage discreet programmes (focussed or Council wide) and projects to ensure they deliver their outcomes within agreed standards of cost and time.
- Be involved in collaboration across the Council as well as the public sector and wider city region to design and deliver solutions that are focussed on delivering a system-wide impact for residents.

## Responsibilities as a Member of the Senior Management Team

- Accountable within a matrix management arrangement for the achievement of commissioned outcomes in line with agreed strategic plans.
- Accountable within a matrix management arrangement for the quality of service(s) consistent with the framework set by Service Directors, Strategic Directors and the Chief Executive.
- Responsible for regular reporting of performance against outcomes and quality standards.
- Responsible for highlighting through matrix management arrangements significant risk to the achievement of outcomes and opportunities to enhance delivery.
- Responsible for embedding a performance culture within services which reports on the basis of agreed evidence and policy.
- Responsible for the delivery of commissioned outcomes utilising professional and specialist expertise of others across the organisation/partners as relevant.
- Accountable to a named Service Director for performance appraisal and career development.
- Supports Service Directors to ensure relevant elected members are appropriately briefed and supported on all issues within their remit
- Effective corporate management with other Heads of Service to drive standards
- Carry out other duties as specified from time to time.

## Specific Responsibilities

- To act and represent the Council in the capacity of Head of the Technology profession
- Leading the implementation and further future development of the Council's Technology Strategy
- Ensures effective and ongoing engagement and collaboration with services across the council, partners and suppliers in the delivery of outcomes aided by technology
- Ensure that Senior Officers and Elected Members are presented with practical options to deliver the Technology Strategy through innovative 21st century solutions and services
- Lead on technology enabled innovation and emerging technologies, to bring transformational benefits to all council services and partners
- Takes overall responsibility for the council's technology, information architecture and applications resources, identifying current and potential future issues and opportunities.
- Lead the Council's defence against cyber-security and business continuity threats
- Takes a strategic lead in the development and use of financial resources, for all technology investment and ongoing service delivery, including strategic procurement and commissioning in this area of responsibility.
- Takes the strategic lead in programme management for the council and with partners, for high risk and complex technology projects/programmes at council, regional and national levels.
- Maximises value for money through innovation, leveraging emerging technologies and looking for opportunities for collaborative delivery
- Supports a culture of high expectations focused on excellence and delivering agreed outcomes
- Consistently applies intelligence-led decision making ensuring best practice, data and intelligence are used to drive continuous improvement and operational practice in the field of technology
- Embeds a framework for monitoring the achievement and impact of changes and ensures a feedback loop into strategy across the wider council.
- Embeds a partnership ethos to achieve jointly commissioned outcomes across the council and its wider partners
- Monitor and manage service delivery within available budgets and improvement targets
- Responsible for workforce development including planning, development, sufficiency and succession planning for current and future need

## Skills, Knowledge and Experience

- Relevant professional qualification e.g. Chartered IT Professional (CITP) or equivalent with a proven track record of high performance and achievement at a senior level within the digital environment in a large, multi-functional organisation.
- Ability to lead, manage and develop a team and provide technical leadership through a matrix structure.
- Strong influencing and stakeholder management skills and the ability to build relationships at a political, senior and management level.
- Up-to-date knowledge of external issues (legislative, regulatory, best practice standards etc.) affecting areas of responsibility.
- Significant level of senior level leadership experience, providing depth and breadth of knowledge to act with credibility at this level.
- Excellent people leadership skills and strong sense of doing what's right for residents.
- Understanding of wider issues in local government, partner organisations, public and private sector.
- Demonstrable commitment to performance management and productivity to meet the Council's priorities.
- Ability to demonstrate strategic capability and capacity.
- Committed to and champions Diversity and Inclusion.
- Committed to and champions Safeguarding.
- Demonstrates a flexible, creative and innovative solutions focused approach
- Strong change management skills.
- Substantial experience that demonstrates financial acumen.
- Ability to challenge appropriately at all levels and in a range of forums.
- Understanding that commercial and entrepreneurial acumen will be increasingly expected and commitment to develop this.

## Behaviours and Expectations

- Is a role model for and champions the Council's [Behaviours and Expectations](#).

## Current Portfolio –

