Head of Technology & Design
Job Description & Person Specification

Authority	ADC / WBC
Directorate	Sustainability & Resources
Post Title	Head of Technology & Design
Post Number	
Accountable to	Director for Sustainability & Resources
Leadership responsibility for	Direct line management for Lead Service Designer [Digital Delivery Manager] (role under review) Digital Applications & Innovation Manager Technology Platforms Manager Responsible for leadership of Digital & ICT Service Design practices Developing Digital & Technology strategies Collaboration with all stakeholders in Adur and Worthing
Key leadership relationships	**Internal:** Members of the Council, Chief Officers and all other appropriate Council officers and managers **External:** Members and Officers of other bodies, specialist agencies, the media, contractors and consultants, partner agencies across the public, private and voluntary sectors.
Work style	All roles fall within the Blended Working Policy

Job Description - Principal purpose of job (role summary)

As Head of Technology & Design you will help drive a deep transformation in the organisation's operating model, enabling our services to become truly person-centred and digitally enabled, while ensuring the provision of critical technology services used by staff and our customers every day.

You will lead our digital, ICT and service design teams, providing capabilities that enable whole service change, business process improvement and digital transformation across our services through design and business analysis methods, in-house low code development and the procurement and provisioning of the best modern technologies.

You will be responsible for developing our technology strategy, horizon-scanning,

investing in emerging technologies and managing the technology life cycle. This includes technology infrastructure modernisation, cloud strategy, cybersecurity, IT operations and technology innovation.

You will also lead the development of our service design practice, helping build capacity across services so they are able drive continuous improvement for themselves, and providing expertise around service design, business analysis, user experience, and agile project delivery. You will help continue to build our inclusive and highly collaborative culture, and lead by example by working in the open and strengthening our networks in the local government service design and digital communities.

The Head of Technology & Design will work together with the Assistant Director for People & Change, to develop a highly skilled multi-disciplinary "Hub" capability that encompasses whole service change management, data analysis, performance management, community participation, service design and digital technologies. This promises to be an exciting professional partnership with huge scope to enable deep systemic change.

The role will lead on technology and data platforms and infrastructure, technical and data architecture, cybersecurity, digital service development, device and applications support, and service desk.

As a part of the Organisational Leadership Team, the Head of Technology & Design will play a key role in delivering the corporate strategy, **Our Plan**.

Working closely with the Director for Sustainability & Resources, the role will also look beyond the Councils at place-based digital leadership, building on the significant local success of the gigabit rollout programme and exploring the application of technology to help solve challenges across Our Plan, including digital civic infrastructure, smart monitoring and open data. This is expected to be a growing field of enquiry and innovation, as part of the "Council for the Community" work which seeks to involve and engage our communities more deeply, including through digital platforms.

As Councils we are committing to a new operating model which will bring digital and data into the heart of the organisation. As a leader in the organisation we will ask you to champion this shift and to ensure that your own practice and your service is demonstrably adopting new ways of working. Adur & Worthing Councils are established as active members of the Local Government digital community, and your role will include participation in the wider community to openly share our work and learn from and collaborate with others.

As we embed this new operating model, as a leader you will assume Corporate and Matrix management responsibilities in addition to the service delivery responsibility described here. Your corporate and matrix responsibilities will be:

Corporate: You will have strategic responsibility for the use of technology in the organisation, continually evolving our digital strategy and ensuring appropriate controls on IT spend and alignment. As a critical infrastructure provider you will be a key part of corporate business continuity and emergency planning MDT. You will also have responsibility for the roll out, adoption and embedding of service design culture and practice, helping services learn how to continually engage with service users, understand their needs and adapt service provision accordingly.

Matrix: You will be responsible for building a digital and design capability for the organisation which will:

● strengthen the provision of strategic technology advice and information to the councils, working in partnership with operational managers to support service delivery and improve efficiency
● ensure proper administration of our systems and services, including cyber and data compliance
● ensure that we have the appropriate skills embedded in the organisation to ensure sound technology and service design practices.

We expect all members of the Corporate Leadership Team to be sighted on potential grant funding in their area and lead effective bid teams to access it.

We expect all members of the Organisational Leadership Team to lead the response to the climate emergency by ensuring services and projects transition to low carbon delivery models at pace, while also taking every opportunity to protect and recover nature and biodiversity.

As a member of the Organisational Leadership Team you will operate across the organisation and provide leadership beyond the boundaries of your role. In doing this you will embrace and bring to life our three core principles; resilience, adaptability and participation - embedding them in the daily working practices of the team.

Main duties, tasks and responsibilities of post holder

Lead the Technology & Design team to build strong working relationships and embed a culture of genuine collaboration and partnership working across the organisation
Develop our service design practice, ensuring the application of service design methods, effective and inclusive user research with our residents, communities and businesses, user journey mapping, business analysis, user experience design - while acknowledging the vital importance of working with the *whole service*, and its cultures and practices, and the valuable experience and insight of front line staff
Work closely with the Assistant Director for People & Change, forging effective multi-disciplinary working between digital, data, service design, communications, participation, and people services. Together these capabilities make up our ability to enable change, and you will be responsible with the AD People & Change of building up those capabilities across the organisation.
Provide positive and inclusive leadership - acting with openness, honesty and integrity and instilling a clear sense of direction, priority and pace
Bring creativity and innovation to problem solving in Technology - providing a range of imaginative solutions or options as well as informing of the risks associated with each option
Member of Councils Leadership Team
Ensure a robust approach to cybersecurity across the organisation

Provide effective technology infrastructure, connectivity and devices to staff and elected members
Work ambitiously and at pace to transform our services to modern digital operating models, helping break down silos and provide joined-up services to residents, communities and businesses
Provide a responsive, high quality helpdesk service that goes the extra mile
Deliver the following strategies, policies and plans: - Technology Strategy, standard ICT policies
Develop and manage the digital capital investment strategy
Manage all relevant revenue budgets
Complete the migration of all possible services to the cloud
Examine and reduce the councils digital carbon footprint
Continue to embed the use of our low code platform and Google suite, and ensure all IT spend is aligned with our digital / technology strategy
Hold our suppliers to account for spend, performance and behaviour, including diversity within their teams
Contribute to and support the procurement and management of contracts in your service in accordance with the Councils contract standing orders to ensure that the Councils get the best outcome from these contracts
Implement the necessary controls to ensure all contracts and procurements across the organisation are aligned to the technology strategy
Lead and develop your team, ensuring that any concerns are addressed promptly
Lead on strategic projects as delegated to ensure effective delivery of the objectives
Ensure that all decisions comply with the Council's constitution, writing reports to enable robust decisions to be made and presenting to members as appropriate
Deal with member enquiries fairly and promptly
Participate in the GOLD business continuity rota
Ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency
Lead through change - being brave enough to get your hands dirty to make sense of what needs to happen
Focus the team's efforts on delivering a quality and committed service, gathering a variety of data to evaluate quality standards
Undertake all duties in accordance with Council policies, in particular those relating to Customer Care and Equal Opportunities

Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies
Promote the service and Council positively at all times

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur and Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' Safeguarding Policy .

Person Specification:

	Essential	Desirable
Participative	Ability to design, implement and embed participative approaches	Proven experience of involving people more closely in the design and provision of services
Adaptive	An innovative thinker able to design effective solutions to changing needs Proven ability to respond quickly to changes in strategic priorities and objectives, translating and owning this across their services	Experience of working in a fast paced environment using approaches such as agile development, design thinking or service design
Resilient	Proven ability to design a strategic approach to getting the basics right and creating a strong foundation for change Understand the need for, and therefore provide a safe and supportive work environment, that nurtures mental and physical health	Experience of working creatively with resource constraints
The requirements above are taken from our Leadership Behaviours and Capabilities document and are an indication of the expectations we have for our Leaders - the full document will form part of your induction		
Qualifications	Educated to degree level or demonstrable equivalent experience ie. A minimum of 5 years' experience leading, transforming and developing a Digital Data and Technology function in a large, complex organisation (preferably Public Sector)	Membership of a professional body Digital or ICT related professional qualification Service Design related professional qualification
Knowledge & Experience	Demonstrable experience of leading significant transformation and change initiatives An understanding of key digital and information management standards, including but not limited to Agile methods, ITIL, PRINCE, and SFIA, and how they can be used to inform the design, management and	Experience in agile digital development and delivery Experience in service design practice Experience of leading a low code development team Experience in systems change practice

	Essential	Desirable
	continuous improvement of related services. Significant specialist background in IS, Data and Digital Leadership Demonstrable experience of managing large budgets and portfolios Successful track record of successful team leadership, driving modernisation and innovation in IT and Digital Experience of managing large and complex outcome-based projects and programmes Experience of joint procurement, market testing and outsourcing as well as negotiating quality, cost-effective services A clear understanding of the key issues affecting local government and wider public sector service delivery Experience of working within a senior management team to develop strategies that will effectively support their business needs Evidence of delivering high quality, customer focussed services Understanding of the issues relating to effective service delivery at a time of budgetary constraints Excellent interpersonal skills, able to influence, build and maintain strong working relationships with a wide range of stakeholders, collaborative and consultative	Experience of mission led innovation Proven experience in a high profile senior role with exposure to politicians
Communication	Highly developed communication skills, able to talk with a wide variety of individuals, communities and organisations	Used to using a range of communication approaches to bring people along a change journey in a participative and engaging way

	Essential	Desirable
	Proven success as an innovative thinker able to design effective solutions to changing needs Able to talk about complex technical issues in an accessible way	
Relationship Building	Proven ability to build positive, solution focussed, professional relationships, both internally and externally Experience of building relationships with politicians - both in administration and opposition	Experience of mentoring and/or coaching
Leadership	Proven ability to lead, engage and manage a diverse set of professionals to achieve Our Plan Understands how and when to be visible and to lead and when to step aside Develops effective career pathways for staff, including apprenticeships, inspiring people to continue to learn and progress, achieving new skills and qualifications	Practical experience of matrix management
Analytical	Ability to understand and interpret technical information, working to translate complex technical issues into clear and actionable intelligence. Ability to assess and effectively prioritise complex programmes of work, with multiple dependencies, and communicate decisions and programmes effectively with non-technical audiences Demonstrable understanding and experience of data informed decision making	Research skills
Planning/ Organising	Demonstrable experience of working with complexity and translating ideas into achievable outcomes	Experience of iterative project development

	Essential	Desirable
	Significant experience in developing large complex programmes, maintaining momentum, driving delivery and ensuring effective reporting and post-project learning Able to work in ambiguity and then create harmony from chaos	
Other requirements	Acceptance of political restriction Able to travel within the Adur and Worthing Districts	