



ADUR & WORTHING COUNCILS

JOB DESCRIPTION

Authority:	ADC/WBC
Directorate:	Digital & Resources
Section:	Digital Services
Post Title:	ICT & Digital Services manager
Post Number:	
Accountable to:	Head of Customer & Digital Services
Management responsibility for:	Digital Development Manager IT Operations Manager Digital Project Delivery Manager
Key leadership relationships	<p>Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers,</p> <p>External: Members and Officers of other bodies, specialist agencies, the media, contractors and consultants. Partner agencies across public, private and voluntary sectors.</p> <p>Working Groups: The post holder will be involved in formal committees and working parties (as required) as contributor, report author or Council expert.</p> <p>The post holder will have involvement in and/or chair service design groups, emergency planning liaison meetings, Digital operations groups/meetings, and the Service Redesign Group (SRG).</p>

Principal purpose of job (role summary)

This is a diverse role which is responsible for informing & delivering the Council's Digital Strategy through to leading the Digital Development and Operations Teams. The remit includes leading on the identification, evaluation, procurement and implementation of technical solutions and proactively managing contracts to deliver high-value outcomes for the Councils. The post holder is the Council's senior technical expert on ICT and Digital.(DigITal)

Main duties, tasks and responsibilities of post holder

- 1 Deliver effective IT operations and digital development services, with a focus on customer service excellence, following IT Service Management principles to drive continual service improvement.
- 2 With the Head of Service and HR Business partner, to continue to develop the Digital team to ensure the skills and resources are in place to deliver the Council's strategies and support the delivery of high quality services.
- 3 Working with the Procurement team and the Digital team, plan and oversee a cyclic programme of end-user technology refresh initiatives, including mobile telephony, fixed telephony and end user computing (EUC).
- 4 Set, monitor and report on service level targets and performance indicators for the activities of the department and its incumbent suppliers. Improving service delivery, whilst reducing the total cost of ownership for IT service provision to the organisation.
- 5 Delivery of cloud computing & telephony services, eliminating the reliance on specific Council premises and transforming services to be accessible from anywhere, highly available, and secure.
- 6 Lead and develop the capabilities of the Digital Operations and Digital Development Team; managing performance, recruitment and training & development.
- 7 Manage service relationships, contracts and deliverables in relation to key suppliers, recognising that a strong ecosystem of expertise delivers high value to the Council's in conjunction with Procurement.
- 8 Management of key business stakeholders in respect of the delivery of day to day IT and Digital services, putting the customer at the heart of all that the department does.
- 9 Establish Adur & Worthing as open data Councils, by working to release service performance data from new platforms internally and externally.
- 10 Be accountable for technical & systems development, working closely with the Digital Delivery Manager and Operations Team Leader to ensure development resource is aligned to meet the needs of the transformation programme.

Corporate Responsibilities:-

- 11 As a senior leader in the organisation, develop a dynamic and collaborative relationship with

colleagues to understand, challenge and support positive organisational and cultural change and where appropriate align resources to corporately agreed priorities.

- 12 Provide and facilitate advice to the Operational Leadership Group (OLG), Council Leadership Team (CLT) and elected members ensuring that significant service and operations issues are clearly communicated and understood.

Customers & Partners:-

- 13 Commission effective and efficient services through a range of direct delivery, innovative partnerships and commercial arrangements which meet the ambitions of Members & communities.
- 14 Contribute to the development and delivery of the Councils' brand, enhancing the overall reputation of Adur and Worthing Councils, and ensure strong communication of key messages internally and externally.
- 15 Build and promote successful partnership working with private, voluntary and other public sector organisations and with service users to deliver more cost-effective, high-value services.

Leading Services:-

- 16 Ensure that the Council performs its DigITal duties and functions in fulfilment of its statutory obligations. Senior managers need to ensure that they, and their relevant staff, keep abreast of the Councils' changing legal obligations and policy mandates.
- 17 Responsible for ensuring relevant compliance with the financial regulations and standing orders of the Council.
- 18 Promote managerial responsibility for cross-organisational team working, and across boundaries with other agencies and partners, to improve services and solve problems in a coherent and integrated manner.
- 19 Ensure that relevant and best professional advice, guidance and information is available in an intelligible and timely fashion to the Cabinet, Scrutiny, all elected Members, as well as to other stakeholders.
- 20 Sustain and improve the overall reputation of the Council's DigITal work acting in the best interests of Adur and Worthing through effective representation locally, regionally and/or nationally. A strong advocate and ambassador for DigITal in Adur and Worthing on the local, national and international stages.
- 21 Take early action if performance against corporate objectives is less than excellent

Leading People:-

22. Demonstrate the Councils' managerial leadership values and behavioural competencies. Provide positive leadership, acting with openness, honesty and integrity, and instilling a clear sense of direction, priority and pace.

23. Define and create the 'best' culture for the Services and the Councils as a whole ensuring Directorate (and the whole organisation) values learning, development and the creativity of individuals, teams, projects and programmes.
24. Leading people in an inclusive way to deliver strategic and operational objectives.
25. Ensure that effective arrangements are in place to secure the overall well-being and the health & safety of all employees and people delivering services for the Council.

Performance, Finance and Risk:-

26. Ensure that all digital services/functions are delivered within budget and required timescales, and that effective, proactive medium-term financial and service strategies are in place to increase impact, reduce net costs, and achieve desired organisational outcomes.
27. Discover new ways to reduce the cost of services to taxpayers and increase their overall productivity and value for money to service users through a range of approaches, including: digital and the strategic re-design of services and their costs; the use of business and operational process improvements; intelligent use of supply (through outsourcing, co-sourcing and in-sourcing where appropriate); the better use of demand management; and improved asset management.
28. Ensure staff within the directorate maximise use of the Council's information systems, and become self-supporting through the use of technology and reduced duplication.
29. Ensure effective risk management arrangements are in place to minimise the Council's exposure to risk and uncertainty.
30. Responsible for resilient digital disaster recovery plans and robust response and recovery arrangements in the event of emergencies and critical incidents locally – in accordance with the requirements of the Council's Emergency and Business Continuity Plans.
31. Promote and ensure compliance with policies and procedures, all statements of required practice for managers and the Council's Code of Conduct.

EXPECTATIONS:-

32. Act always in the best interests of the Council giving priority to approved strategic objectives and key priorities
33. Adhere to all aspects of the Council Equal Opportunity Employment Policy and Race Equality Scheme in so far as they affect the post holder as an employee of the Council and in respect of potential staff in order to comply with the law and to promote and maintain employee relations.
34. Provide high standards of customer care to both external and internal customers.
35. Ensure compliance with Health and Safety Legislation and the Councils Safety Policy practices

and procedures.

36. Adhere to all aspects of the Councils Code of Conduct.
37. Adhere to all aspects of confidentiality and Data Protection in order to comply with the law. Observe all policies and guidelines as defined by the Councils Data Protection Officer or Service Data Controller.
38. Participate actively in any emergency planning exercise or training made available by the Council.
39. Demonstrate and encourage a positive approach to public relations in accordance with agreed arrangements.
40. Comply with agreed policies and guidelines relating to personnel, recruitment, management, disciplinaries and/or dismissal

The post holder will be required to undertake such other duties as may be required within the grade and competence of the post holder. 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.