



ADUR & WORTHING
COUNCILS

Person Specification

Authority:	ADC / WBC
Directorate:	Digital Resources
Section:	Digital
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 (?)
Authority to liaise with:	All

Area	Requirements	
Qualifications	Essential	Desirable
General	4 x GCSE's passes	Educated to degree level
IT Service Management	ITIL Foundation or equivalent recognised IT service management qualification	ITIL expert / practitioner
Project Management	Prince2 Practitioner or equivalent recognised project management qualification	Agile Practitioner Managing Successful Programme (MSP)
Business Analysis		BCS BA Foundation or Practitioner
Knowledge & Experience		
IT Service Management	Experience of leading and managing IT Operations teams for organisations with a user-base of 500+.	Experience working with central or local Government organisations in the delivery of IT services and/or application delivery.

	Experience and knowledge of implementing and working in an ITIL-oriented environment.	
	Good experience of financial and contract management within the field of IT.	
Leadership / Management	Experience managing internal & external teams delivering the full lifecycle of IT services.	
	Confident and experienced people manager	experience managing teams of 20 staff or more.
Software Development	Knowledge of SDLC	Practical experience of the software development lifecycle (SDLC)
Project & Programme Management	Experience in the delivery of medium-sized projects with a budget of £250K+.	
	Strong knowledge and understanding of a variety of mainstream project management methodologies. Experience assessing and managing risk	Experience programme management and ideally running digital transformation programmes.
Skills		
Communication/ relationship	Adept at building relationships across diverse organisations.. Ability to empathise with customers / stakeholders to understand their perspective and requirements.	
	Excellent written and spoken communications skills with an ability to adapt style to a wide range of audiences	
	Good presentation skills	
Analytical / judgmental	Excellent problem solver and strong ability to choose the right course of action when under extreme pressure.	Ability to see the wider picture, recognising the long-term consequences of decisions.
Planning / organisational	Excellent planning and organisational skills.	

	Experience in planning projects and / or programmes, and forming & organising project teams.	
IT	Strong all-round knowledge of IT and digital services, ideally from a background of infrastructure and / or application support.	
	Experience managing IT operations and / or digital development teams.	
Abilities		
Physical	None	
Mental	<p>Ability to work under pressure and on own initiative; and with minimal supervision after initial induction period.</p> <p>Flexible and adaptable to changing priorities, deadlines, etc.</p>	
Emotional	Calm, self-motivated and proactive. Must be able to work under pressure and deal with high volumes of requirements / priorities.	
Working conditions / Style	Mainly office based with some home working (where agreed).	Full, clean driving license.
Other: ●		

Person Specification agreed by:

Post holder: <i>(print name)</i>	
Signature:	
Date:	

Line Manager: <i>(print name)</i>	
Signature:	
Date:	
Executive Head of Service: <i>(print name)</i>	
Signature:	
Date:	