



Head of Technology Services

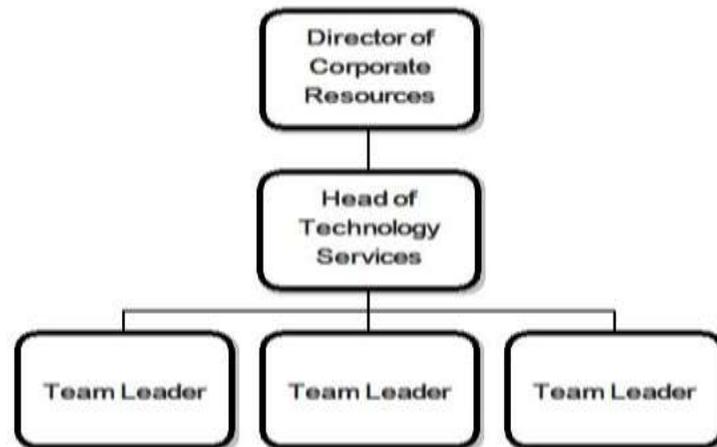
Role Profile (T2)

Department	Technology Services		
Date	March 2017	Pay Grade	SM2 SCP 88-90

Role Purpose

To lead on the implementation of the Technology Strategy, and to support the Council in using technology to innovate and improve in service delivery, resulting in an improved experience for our customers and creating efficiencies. To play an active role in shaping and delivering the Council's transformation agenda, and the related cultural change.

Reporting Structure (currently under review)



Dimensions and Context

- Manages a team of 19 (currently under review)
- Manages a budget of £1,766,210

Generic Responsibilities/Accountabilities

- Provides clear leadership in a positive working environment with a focus on inspiring and engaging others to deliver results in line with corporate goals.
 - Engage and participate in delivering the corporate objectives of the Council and contribute to the collective leadership, development and management of the organisation to assist in the implementation and realisation of the Councils strategic objectives and District Plan through the development of business plans.
 - Proactively seek opportunities to improve ways of working and to consider innovative ways to review and commission services to continuously deliver improvements to services.
 - Manage budgets and resources ensuring that they are deployed effectively with robust internal controls to support the delivery of intended outcomes in a manner which demonstrates value for money and compliance with relevant policies and guidelines.
 - Provide advice and guidance to Cabinet / Council, Scrutiny Committees and Advisory Groups to support in translating their political objectives and priorities into coherent initiatives that will deliver their intended outcomes for Horsham District.
 - Promote equality, diversity, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all the citizens and communities of Horsham District.
 - To recruit, manage, and review team member's performance with the aim of development of skills and knowledge through a culture of learning collaborative working and excellence to build a culture of high performance, which inspires people and supports the delivery of the Councils District Plan and strategic objectives.
 - Ensure that all duties are carried out in compliance with statutory processes, corporate policies and the Councils Constitution.
 - Develop good working relationships with local people, local businesses, the voluntary sector, regional authorities, government and a wide range of other partners to promote the interests and manage the reputation of the Council to build a positive image of the organisation.
 - Compliance with the Health and Safety policy ensuring mechanisms are in place for safe working practices and to promote a culture of good health safety and welfare.
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Service Specific Responsibilities/Accountabilities

- To provide effective leadership and management of the Technology Services department to ensure the planning and delivery of work in accordance with the IT service plan objectives and agreements
 - To lead on the implementation of the Technology Strategy and to complete the three year strategic action plan; and to help deliver the ambition of the Future Horsham transformation programme
 - Provide the skills, resources and technologies to allow the councils to rapidly digitise operations, improving the digital customer experience, increasing staff productivity and creating a technology architecture and procurement approach that is fit for the future: cost effective, reliable and flexible
 - Lead the flexible, cost effective transformation of the councils' technology estate to leverage agile development techniques, platform technologies and open standards
 - To advise colleagues on how technology can support them in redesigning their services to improve customer experiences and to release efficiency savings
 - To maintain the delivery of a stable, well maintained technology service to the colleagues across the Council
 - To embed a culture of user centred design and agile delivery across the Technology Services department
 - Work with the Head of Communications to define and develop a consistent online experience for our customers
 - To work with our Census ICT partners to deliver the transition to a wholly cloud based ICT infrastructure by 2019
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Functional Areas of Responsibility

- ICT Infrastructure
- Service design
- Change management
- Programme management and delivery
- Hardware
- Software
- Applications
- Information governance
- Strategy
- Service Delivery Support
- Security

Experience

(type of experience needed)

- Extensive experience of leading and directing digital and ICT services
- Extensive people management experience including motivation, performance management and change management processes,
- Knowledge and experience of deploying cloud based technology, including Software as a Service, Platform as a Service and Infrastructure as a Service
- Advanced listening skills to understand the needs of service users to ensure technology meets these needs.
- Advanced oral and written communication skills suitable to persuade managers and the public to adopt new approaches to services and explain highly technical matters and developments in technology in an understandable way to non-technical colleagues, the public and Councillors.
- Local government experience at a senior level would be desirable
- Knowledge of the local government structure and experience of dealing with Council Members would be desirable
- Experience of managing large scale projects, particularly using agile methodologies
- Experience of user centred design and service design approaches to change
- Political awareness and ability to operate effectively with Elected Members

Qualifications

(minimum qualifications needed, relevant experience may be a substitute)

- A suitable degree
- Management qualification and/or evidence of significant relevant management training and development
- A relevant professional qualification and membership of a professional body
- Project management qualifications.

Behaviours

Customer Focus – <i>‘Customers at the heart of what we do’</i>	<ul style="list-style-type: none">• Building a Customer – focused Organisation• Constructive Relationship Management• Improving Customer Service to meet local needs and aspirations
Achieving Excellence – <i>‘We strive to be an excellent organisation’</i>	<ul style="list-style-type: none">• Building sustainable excellence• Driving Continuous Organisational Development• We use taxpayers money wisely to deliver the highest quality services to the satisfaction of our customers
Our People – <i>‘We work together as one team’</i>	<ul style="list-style-type: none">• Providing collaborative leadership• We invest in our people for continuous improvement• We drive a culture of creativity and responsibility

Additional Work Elements

- To carry out such other duties that may reasonably be required by the Organisation
- In the event of a major incident or disaster, Horsham District Council is required to provide the organisation, co-ordination and supply of resources necessary to support the local key emergency services. As an employee you may be required to provide assistance, in whatever capacity necessary and to participate in any training exercises that are mounted to ensure the Council is fully prepared.
- The Council is committed to Safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment and to act in such a way that supports this. All employees are expected to familiarise themselves with and adhere to the appropriate policies and associated guidance and attend training as required.
- The Council’s Act on Climate Change strategy sets out the Council’s commitment to reduce its carbon footprint, as a senior member of the organisation you will actively seek and participate ways of reducing carbon emissions within your workplace.
- To be responsible for risk management in the department’s service areas and on-going reviews of risk registers reporting progress to his / her director in accordance with the corporate risk management process.