

Wirral Council: Job Role Descriptor

Job Role:	ICT Services Manager
Service:	ICT
Reports to:	Head of ICT & Digital
No. of Subordinates:	4 direct reports and 57 subordinates
HR USE ONLY	
Job Role Ref:	CSUP0004P
Job Family:	Corporate Support
Grade:	EPO10

JOB ROLE PURPOSE

To lead the design, implementation and management of the council's Information, Communications & Technology (ICT) services and over the long-term meet the Council's key strategic ICT drivers. Through the management of the teams, ensure a high quality, customer focussed ICT service is delivered.

KEY TASKS

1. Lead and manage all the teams delivering ICT infrastructure services (networks, telephony, servers, storage, backup and end user computing) to meet the organisation's business needs within the agreed Service Level Agreements (SLAs).
2. Improve the service delivered through proactive monitoring and a continuous service improvement programme, including the improvement and adoption of ITIL practices.
3. Manage and improve service provisions from third party IT vendors and service providers, including negotiating contracts and SLAs.
4. Ensure the Council complies with the requirements outlined within the Public Services Network (PSN) and any other required accreditations.
5. Source new ICT products and services ensuring adherence to corporate procurement practices.
6. Engage with Heads of Service and other Senior Officers across Wirral Council to determine future infrastructure requirements and capacity.
7. Represent the Council away from the workplace in meetings, seminars, user groups etc, taking a lead role in the development and implementation of new infrastructure products and services.
8. Analyse and identify where savings can be made to the Council's ICT services and infrastructure and implement any such changes.

KEY RESPONSIBILITIES

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People

Ensure that staff and key stakeholders are briefed appropriately in relation to Council wide communications and matters relevant to the service area.

Responsible for the management and implementation of the Council's policies including Grievance, Disciplinary, Sickness and Capability, Equality and Diversity.

Responsible for the supervision, training and development of direct reports. This includes Performance Appraisal and Development, allocating work to and evaluation of activities and working method.

Ensure direct reports work with their team for the induction, appraisal and management of staff performance to the Council's standards.

Organise and manage suitable on the job training for all staff and identify continuing staff development needs and opportunities.

Ensure the health, safety and welfare of employees by adhering to the organisation's Health & Safety policies and procedures.

Financial

Deliver a 'value for money' cost effective service.

Lead, manage and monitor staff, and a budget in excess of £3,000,000 (staff & non-staff) to provide a secure, efficient and resilient industry standard ICT infrastructure.

Strategic

Significantly contribute to the development of the Council's ICT Strategy 3-5 years in advance, as well as leading the delivery of the short and medium term strategic activity.

Ensure that all ICT Services staff understand and assist in the development and implementation of the Council's ICT Strategy.

Resources

Responsible for managing, maintaining and leading any upgrades to the Council's infrastructure assets which are worth approximately £3 million.

Negotiate with key stakeholders regarding service and product upgrades etc, agreeing mutually convenient time to implement such changes.

Lead, motivate and manage the team to ensure high quality, improving services are delivered, monitored and reviewed.

Planning and Organising

Plan the work of many inter-dependant groups affecting a range of roles below e.g. telecoms, system support etc.

Short-term – day-to-day reactive fixes.

Medium-term - in terms of infrastructure product delivery.

Long-term - in terms of infrastructure rationalisation, implementing new services and technologies.

Plan and allocate work of subordinates up to 2 years in advance, thus ensuring critical projects have sufficient resources.

Analyse and plan the infrastructure technology and services for up to 5 years, ensuring that the Council utilises modern efficient technology ensuring cost effective industry standard service delivery.

Forecast, plan, develop and co-ordinate service provision over the term of the Service Level Agreement (SLA) (2 years plus) to ensure SLA targets are met.

Decision Making

Raise the overall quality standards in management, improvement and efficiency in services in line with the ICT Strategy.

Responsible for ensuring that work is completed in a timely fashion and that standards and quality are continuously monitored and improved in line with current performance standards and available resources, utilising performance management as a positive and effective tool.

Expected to be effective at acquiring an understanding of a problem and to devise new and innovative approaches pertinent to the situation.

Make leadership decisions on a wide range of issues.

Significant level of decision making in terms of internal customers.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- Qualifications and experience relevant to the realm of technical expertise for the role (minimum Degree or significant managerial experience).

Knowledge & Skills:

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- Proven understanding of:
 - Networking technologies
 - Telephony systems
 - Storage and server platforms
 - Microsoft technologies including Active Directory, Office365
 - VMware
 - Service Management tool
- Strong service management skills and experience.
- Excellent interpersonal, communication and negotiation skills.
- Effective time management.
- Strong negotiation skills.
- Strong decision-making skills and the ability to lead in a crisis.
- Be able to explain complex information in simple terms.
- The ability to manage risk.

Experience:

- Operating an organisation wide ICT service for a large complex organisation.
- Managing and developing individuals/teams/multiple teams to deliver corporate objectives.
- Identifying service weaknesses to lead continuous service improvement.
- Motivating, training, mentoring individuals/multiple teams.
- Conducting staff appraisals and regular performance reviews.
- Applying corporate HR policies, including capability and disciplinary procedures.
- Experience of resource allocation and monitoring.
- Mentoring and motivating technical teams.

Desirable Criteria

Qualifications:

- Management qualification.
- Technical qualifications, e.g. MCPs, CCNA
- ITIL qualification.

Experience:

- Budget forecasting and monitoring.

ADDITIONAL WORK ELEMENTS

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Date



3 May 2019

Peter Moulton

Head of ICT & Digital