

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST:	ICT Team Leader
TEAM:	ICT Services
GRADE:	8
POST NO.:	TBC
SERVICE AREA:	Corporate Resources
RESPONSIBLE TO:	ICT Service Manager

VARIATIONS TO STANDARD CONDITIONS OF SERVICE

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employee's job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
2. May be required to work additional hours at short notice (e.g. if network is down or assist in implementing new systems/software).
3. Casual Car User Allowance.
4. Required to provide out of hours services on an ad-hoc or rota basis.

DATE REVIEWED: October 2020

JOB PURPOSE:

The ICT Team Leader is a seasoned specialist level role within the IT team holding specialist and generalist knowledge in a range of technologies and disciplines. With direct line management responsibilities the role exists to drive, manage and facilitate planned and reactive service activities, including, but not limited to, maintenance, projects and support.

PRINCIPAL RESPONSIBILITIES:

1. Day to day management of the ICT Team Members as delegated by the ICT Manager. Broad responsibility for performance, personal development, absence management and workload distribution and monitoring.
2. Management of the ICT Service Desk function, with responsibility for its performance, development and promotion. Act as the first point of contact in the service desk escalation process.
3. Be responsible for the promotion and enforcement of the ICT Policies and Procedures, and under the guidance of the ICT Manager be responsible for their adaptation and development.
4. Day to day management of the ICT Business Partnering function, responsible for it's coordination, development and fulfilment.

5. In the absence of the ICT Manager act as the primary representative and point of contact for the ICT Service.
6. Financial responsibilities for all Service Desk related budgets, and others as delegated by the ICT Manager.
7. Hold, maintain and develop skills to the seasoned specialist level in disciplines appropriate to the delivery of the ICT service as directed by the ICT Manager and in line appropriate policies, strategies and plans.
8. Be responsible for the installation, maintenance, documentation, migration and decommissioning of delegated systems, and the integrity, security and availability of the data and services they provide.
9. Contribute to the creation, planning and delivery of the ICT work plan.
10. To be responsible for managing own planned and reactive workloads in line with the service plan and emerging requirements.
11. To hold, maintain and develop skills to a generalist level in all appropriate ICT disciplines so as to be able to undertake fault diagnosis and resolution as well as business-as-usual activities.
12. To be responsible for mentoring, guiding, motivating and coaching ICT Officers and apprentices within the ICT team on all subjects, and staff from other departments in relation to procedural, technical and data management disciplines..
13. To be proactive in championing change and providing specialist as well as generalist advice and guidance to the wider organisation at all levels in line with relevant policies, procedures and strategies.
14. To be develop and maintain an understanding of business context and drivers in which the IT service is delivered, as well as persuade and influence outcomes.
15. To develop and maintain problem solving skills, knowledge and confidence in order to interpret, evaluate and analyse issues/requirements.
16. To undertake any and all assigned/delegated duties in relation to the delivery of the IT service.
17. To uphold and display the HDC behaviour competency framework to at least level 2.
18. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies
19. As a term of employment the post holder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.
20. Health and Safety
 - To be familiar with and at all times comply with:
 - the Council's general health and safety policy,
 - the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
 - local department specific health and safety procedures as amended or added to from time to time.

- To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.
- To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.
- To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.
- To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION

JOB TITLE: ICT Team Leader	POST NO: TBC	WEEKLY HOURS: 37	CONTRACT TYPE: Permanent
TEAM: ICT Team	GRADE: 8	ALLOWANCE: Casual car user allowance	

Type of criteria	Essential Requirements (Minimum requirements for the successful completion of the job)	Assess at	Desirable Requirements (Elements that contribute to improved / immediate performance in the job)	Assess at
Qualifications	A degree in a computer related science, or the equivalent vocational training and/or experience	A,E	Current professional qualifications in specific technologies / systems	A,E
Experience	<p>Experience of managing budgets</p> <p>Substantive experience working in an IT service desk environment in a diverse and complex environment</p> <p>Significant generalist level experience in a range of IT disciplines</p> <p>Seasoned specialist level knowledge and experience in one or more core* technologies and disciplines</p> <p>Demonstrable experience of running ICT related projects</p>	A,I	<p>Experience of working in a Local Authority Team</p> <p>Experience of leading a team</p>	A,I
Knowledge	<p>Knowledge of project management principles such as Prince 2 and Agile Scrum/Kan Ban</p> <p>Specialist knowledge in one or more core* IT technologies and disciplines.</p> <p>Generalist IT knowledge covering all core* IT technologies and disciplines</p>	A,I	<p>Recognised certificate or qualifications in core* technologies</p> <p>Recognised certificate or qualifications in project management</p>	A,I

	<i>*core technologies are subject to change will be listed in the Job Advert and a list maintained within IT</i>			
Skills	<p>Excellent written and verbal communication skills</p> <p>Time management skills with the ability to prioritise workload</p> <p>The ability to work on own initiative within a given scope</p> <p>Enhanced persuasion and negotiating skills</p> <p>Refined problem solving skills</p> <p>Training and mentoring skills</p> <p>Decision maker and problem solver</p> <p>Flexibility of approach</p>	A,I		
Other	<p>Full valid driving license and access to a suitable vehicle</p> <p>Required to provide out of hours service on an ad-hoc or rota basis</p> <p>May be required to work additional hours at short notice (e.g. if network is down or assist in implementing new systems/software)</p>	A,I		
Assessment legend	A = Application; I = Interview; T = Test or Assessment; E = Evidence (e.g certificate)			